

Please circulate to others and file in your *Provider Manual* for future reference.

HEDIS made easy!!!!

September 21, 2010

Community Health Group (CHG) has very exciting news regarding HEDIS. By now you already know that CHG is on a mission to improve our HEDIS scores and this has become one of our top priorities. In our continued effort to improve these scores, we have looked for new ways to make this happen. We are thrilled to inform you that we have developed a new feature to our On-Line Eligibility tool that will allow your staff to view specific HEDIS measures your patients, our members, are missing. This feature will show you which of your CHG patients qualify and meet HEDIS requirements at the time your staff verifies eligibility on line.

How does this new feature work? It is easy; as soon as your staff enters the Member ID, SSN or CIN, a pop-up screen will appear reminding your staff of any appointments the member needs under certain HEDIS measures. This feature will provide your staff with information on CPT Coding, Diagnosis Codes, and a brief explanation of the specific HEDIS measure needed. Additionally, if there is an incentive for the physician/clinic or the member, this new feature will let you know. We believe by adding this feature to our On-Line tool, it will assist you and your staff to improving your HEDIS scores.

Now, your staff can alert you prior to the member arriving for their appointment and you can ensure that the HEDIS measures for this member are completed before the end of the HEDIS measure year. For these appointments/procedures to count it is **IMPORTANT** to document the HEDIS measure properly and send CHG a hard copy or electronic encounter claim.

If you do not already have access to verify Eligibility On-Line or need further assistance, please contact our Provider Relations Department at (619) 498-6457.