



PROVIDER NOTICE

Provider Relations Department | 1-888-895-4998

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network

Medical Records Request for HEDIS® Measurement Year 2021

Every year, Johns Hopkins HealthCare (JHHC) participates in Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures the quality of certain aspects of care and services provided to our Johns Hopkins Advantage MD, Johns Hopkins Employer Health Programs (EHP), Priority Partners and Johns Hopkins US Family Health Plan (USFHP) members.

JHHC needs your help! Please assist us in our Measurement Year 2021 data collection* efforts. The information you provide will substantiate the quality of care and service our members received.

Please fax all requested medical records to the Quality Improvement HEDIS department's confidential fax number— 410-762-5941 —by **April 25, 2022**.

Please return ALL requests. Please add a comment to the request sheet if:

- The member is not your patient
- You do not have the requested information
- You previously sent the information
- We have EMR access to your system

If your medical record requests are processed by a vendor, please let them know the importance of sending the records to us by the deadline.

As a reminder, participation in HEDIS is mandated for providers in our service area — participating in quality management activities is specified in your provider contract and in state COMAR regulations.

If you have any questions, please call our **HEDIS Help Line** at **410-424-4943** and leave a message. Someone will return your call within 24 hours. Thank you in advance for your cooperation.

Please contact your JHHC Provider Engagement Liaison with any questions or concerns.

*According to HIPAA Privacy Rule (45 CFR 160, 164) health care providers can disclose protected health information (PHI) to health plans for a number of reasons including quality assurance/quality improvement activities, such as HEDIS data collection. Providers are permitted to disclose PHI for the aforementioned purposes without the patient's written authorization when both the health plan and provider have or had a relationship with the patient and the information relates to the patient. (45 CFR 165.506 (c) (4).

HEDIS[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns.