

Medical Record Reviews vs. HEDIS[®] Studies

| Action | Medical Record Review | HEDIS Record Review |
|--|---|--|
| Chart selection | Gateway provides office with a list of randomly selected charts. Office pulls the required number of appropriate charts from that list. | Charts to be reviewed are selected according to NCQA guidelines. All charts on the list must be used; no choice or substitution may be done by Gateway Health Plan [®] , or by the practitioner office. |
| Time Line | Every 2 years | Every February through May |
| Assesses | Office documentation of care rendered and screenings done, as per Gateway Medical Record Review standards & Medical Record Keeping standards. | Gateway. NCQA uses the information to “grade” Gateway. Shows Gateway where to focus efforts in order to ensure members are receiving preventive care. Demonstrates how Gateway’s plan measures up against its peers. |
| Process is overseen by & Gateway answers to... | State and Federal regulators | NCQA |
| Information gathered is also used for... | Calculating average scores across the plan’s PCPs and specialty practices. | Studies of preventive care measures and screenings |

Acronyms:

HEDIS[®] - Healthcare Effectiveness Data Information Set (standardized performance measures developed and maintained by NCQA)

NCQA – National Committee for Quality Assurance (independent non-profit organization improving health care quality through administration of evidence-based standards, measures, programs and accreditation)

PCP – Primary Care Provider