

May 2019

## HEDIS Medical Record Upload for HEDIS Credit

We are pleased to announce the launch of our online HEDIS Medical Record submission tool through the CHG Provider Portal!

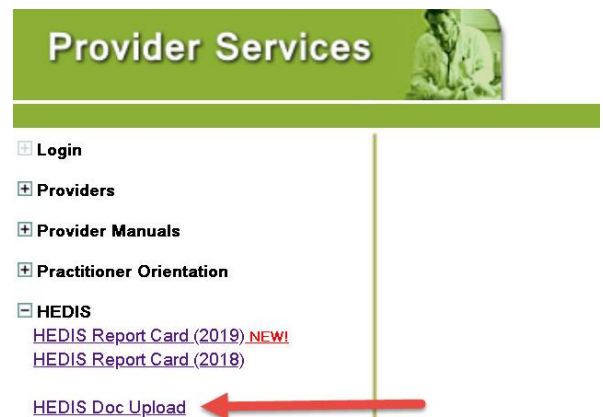
**This tool is designed to enable you to submit HEDIS medical records for specific measures, confirmation if your record passed validation, and receive HEDIS credit if approved.**

The tool is located under the HEDIS section in the CHG Provider Portal.

### How It Works.

Your entire HEDIS Non-Compliant Gaps are included in the tool. Select by measure and member to upload a medical record to satisfy the measure. CHG staff will review the record within 4 business days with 2 possible outcomes:

1. HEDIS Medical Record met all requirements for compliance and will be included in the next refresh and used for HEDIS credit
2. Medical record does not meet all requirements for compliance and CHG staff will provide feedback through the tool as to what the medical record is missing for future submissions.



Once the medical record passes validation, it will be included in the next HEDIS refresh and will no longer appear in your HEDIS gap in care reports.

Do remember that Medical Record submission does NOT replace encounters, but rather enhance your encounter submission.

If you have any questions or need some assistance, please contact Adrian Arce at [aarce@chgsd.com](mailto:aarce@chgsd.com)

# HEDIS Medical Record Upload Tool Quick Guide

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## How to access the tool

The HEDIS Medical Record Upload Tool is located in the CHG Provider Portal under the HEDIS tab.


## Non-Compliance HEDIS Information Grid

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This grid shows your members who are on your HEDIS gap report as of the latest HEDIS refresh. When first clicking on the link to open the webpage, the grid results will default to the first 100 members listed alphabetically by measure who are out of compliance (if there are less than 100, then only those records will display).

## How to find members

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
**Search**   Search By Status:  

The **Search** box allows you to search any patient information (Health Plan ID, CIN, Last Name, First Name, Date of Birth) or by status of documentation. All results will display in the grid view. To clear the results and return to the default view, delete any text in the Search box and hit the button.

## Filter



Once you have a set of results in the grid, you can narrow them down by using the **filter** options. When you use the text box entry, type in any word to find the specific records within those search results. For example, you can find a specific measure by typing in the measure name.

**Export** Export the search results: 

Once you have a set of results in the grid, you can export them to Excel.

## Document status meanings

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- N/A – no medical record has been uploaded.
- Pending – documents have been uploaded and submitted to CHG HEDIS Team for review.
- Approved – documentation is approved by CHG HEDIS Team.
- Denied – documentation is denied by CHG HEDIS Team, more information is needed. Member is considered non-compliant.

## How to upload a document

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To upload a document to a member's record, click on the related **Upload** button. You will get a popup to search for your files. Choose one and click **OK**. The system will show the upload progress above the **Upload** button and provide an "Uploaded Successfully" message when completed. You can upload multiple documents as needed. **You can ONLY upload PDF or Word Document files.** If you have another type of file, you will need to convert it to PDF.

## Review turnaround times

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CHG HEDIS team will be reviewing these documents and approving/denying them within four business days. Please make sure you are checking your Denied records frequently. If approved, HEDIS credit will be applied on the next refresh.

## What do to when you have a denied record

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To satisfy the CHG HEDIS team's more information request, click on the **View Details** section for that record. There will be notes on what other information is needed. Once that is gathered, upload it in the same manner as all other documents. This will turn the status back to pending, which signals the HEDIS team to review again.