



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

Dear Health Plan of Nevada/ Sierra Health and Life Provider,

Re: 2020 HEDIS® Medical Record Collection

In the next month a Health Plan of Nevada (HPN) and Sierra Health and Life (SHL) representative may be contacting you by phone to schedule an onsite chart review or through a fax request for specific medical records.

This review is required by the Centers for Medicare & Medicaid Services (CMS) to collect Healthcare Effectiveness Data and Information Set (HEDIS) information each year from our participating care providers. These plan-level indicators are not only used internally for disease management programs, preventive initiatives and provider profiles, but are also reported to the State of Nevada, the federal Centers for Medicare & Medicaid Services, and the National Committee for Quality Assurance (NCQA) as performance measures for the managed care industry.

In addition to helping us meet these requirements, HPN/SHL is committed to working with you to provide the highest quality care to our members.

What We're Asking You to Do

To be compliant with federal, state, and accreditation requirements, if a request is received, we are asking you to please return the requested medical records form by secure fax or mail to the address listed on top of the request form by the date indicated. If the charts requested are not available, please let us know as soon as possible. If you receive a fax request and prefer an onsite visit, let us know and a representative of HPN/SHL would be happy to call and schedule an onsite medical record review. During an onsite all records are uploaded to a secure file on the representative's computer. Most 2020 HEDIS measures require medical records from 2018 or 2019. A few measures may look back further, meaning archived medical records/data may be required to complete the data collection. Any medical records requested should be submitted even if a member is no longer enrolled with HPN/SHL plans or was seen by a physician who is no longer with your practice.

We know how busy you are, and we appreciate your time working with us in this important effort.

Together, we can help make a difference in your patients' health.

If you have questions, please contact a Clinical Quality Analyst, at 702-242-7446 or QSPOTeam@sierrahealth.com

Thank you.

Sincerely,

Laurine Tibaldi, MD, FACP, FHM
Chief Medical Officer, Health Plan of Nevada

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*Under the Health Insurance Portability and Accountability Act, health care operations include disclosure of Protected Health Information for accreditation (e.g., Healthcare Effectiveness Data and Information Set (HEDIS) reporting) and certification activities. These disclosures may be made to a business associate, acting on behalf of the covered entity. The American Recovery and Reinvestment Act of 2009 also permits release of records. Our vendors have executed HIPAA-compliant business associate agreements to perform the medical records reviews.