



BlueCross BlueShield  
of North Carolina

# MEDICARE

August 2024

## HEDIS Medical Record Submission Made Easier with Our Remote EMR Access Service

Please note, this communication applies to Healthy Blue + Medicare<sup>SM</sup> (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina.

Instead of submitting medical records for the HEDIS<sup>®</sup> hybrid project, use our Remote electronic medical record (EMR) Access service. We offer providers the ability to grant access to your EMR system directly to pull the required documentation to aid your office in reaching compliance. Granting our team remote access to your EMR helps reduce the time and costs associated with medical record retrieval while improving efficiency and allowing your office to focus on patient care.

We have a centralized, experienced team that is trained annually on EMR systems, *HIPAA*, and HEDIS measure updates. We complete medical record retrieval based on the minimum necessary guidelines:

- We only access medical records of members pulled into the HEDIS sample using specific demographic data.
- We only retrieve the medical records that have claims evidence related to the HEDIS measures.
- We only access the least amount of information needed for a use, disclosure, or request.
- We only save to file and do not physically print any PHI.

**Getting started with Remote EMR Access is just one email away. Email [Centralized\\_EMR\\_Team@healthybluenc.com](mailto:Centralized_EMR_Team@healthybluenc.com) today.**

### Frequently Asked Questions

#### **Q. How do you retrieve our medical records?**

A. We access your EMR using a secure website and retrieve only the necessary documentation by printing to an electronic file we store internally on our secure network drives.

HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

Blue Cross and Blue Shield of North Carolina Senior Health, DBA Blue Cross and Blue Shield of North Carolina, is an HMO-POS D-SNP plan with a Medicare contract and a NC State Medicaid Agency Contract (SMAC). Enrollment in Blue Cross and Blue Shield of North Carolina Senior Health depends upon contract renewal.

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**Q. Is this process secure?**

A. Yes, we only use secure internal resources to access your EMR systems. All retrieved records are stored on our secure network drives.

**Q. Why does the health plan need full access to the entire medical record?**

A. There are several reasons we need to look at the entire medical record of a member:

- HEDIS measures can include up to a 6-year look back of member's information.
- Medical record data for HEDIS compliance may come from several different areas of the EMR system, including labs, radiology, surgeries, inpatient stays, outpatient visits, and case management.
- Compliant data may be documented or housed in a non-standard format, such as an in-office lab slip scanned into miscellaneous documents.

**Q. What information do I need to submit to use your Remote EMR Access service?**

A. Email [Centralized\\_EMR\\_Team@healthybluenc.com](mailto:Centralized_EMR_Team@healthybluenc.com) with the following information:

- Practice/facility demographic information (for example, address, national provider ID, or taxpayer identification numbers)
- EMR system information (for example, type of EMR system, required access forms, or access type)
- List of current providers/locations or a website for accessing this list

**Contact Us**

Availity **Chat with Payer** is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to [Availity.com](https://www.availity.com) and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, call Provider Services at **833-540-2106** or visit the *Contact Us* section on our provider website for the appropriate contact.