



BlueCross BlueShield  
of North Carolina

# MEDICARE

September 2024

## HEDIS Medical Record Submission — Easier with 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 (Blue Cross NC).

Instead of submitting medical records for the HEDIS<sup>®</sup> hybrid project, use our remote electronic medical record (EMR) access service. To aid your office in reaching compliance, we offer providers the ability to grant us access to your EMR system so we can directly pull the required documentation. 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 EMR team experienced with multiple EMR systems and extensively trained annually on *HIPAA*, EMR systems, and HEDIS measure updates. We complete medical record retrieval based on minimum necessary guidelines. We only:

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

**Get started with Remote EMR Access by emailing  
Centralized\_EMR\_Team@healthybluemedicarenc.com today.**

### Remote EMR Access FAQ

#### **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.

#### **Q. Is this process secure?**

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

Q. Why does Blue Cross NC need full access to the entire medical record?

Note: 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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Blue Cross and Blue Shield of North Carolina  
Healthy Blue + Medicare (HMO-POS D-SNP)  
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- A. There are several reasons we need to look at the entire medical record of a member:
- HEDIS measures can include up to a six-year look back of a 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@healthybluemedicarenc.com](mailto:Centralized_EMR_Team@healthybluemedicarenc.com) with the following information:
- Practice/facility demographic information (for example, address, NPIs, tax ID numbers)
  - EMR system information (for example, type of EMR system, required access forms, access type)
  - List of current providers/locations or a website for accessing this list