

HOW DO MEDICAL RECORD REVIEWS AND HEDIS® STUDIES DIFFER?

	MEDICAL RECORD REVIEWS	HEDIS® STUDIES
Chart selection	Gateway provides office with a list of randomly selected charts and office pulls the required number of appropriate charts from that list.	Charts to be reviewed are selected according to NCQA guidelines and all charts on the list must be used; there is no choice or substitution to be done by Gateway Health Plan sm (Gateway) 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 us where we need to focus our efforts in order to have our members get their preventive care; demonstrates how our plan is doing compared to our peers.
Copies	Charts are not routinely copied although they may be occasionally	Charts for HEDIS® survey are always copied because we are audited by NCQA
Process is overseen by & Gateway answers to	DPW, CMS, DOH	NCQA
Information gathered is also used for	Calculating average scores across the plan’s PCPs & specialty practices	Studies of preventive care measures & screenings

NCQA – National Committee for Quality Assurance

HEDIS® – Healthcare Effectiveness Data and Information Set

DPW – Department of Public Welfare

CMS – Centers for Medicare and Medicaid Services

DOH – Department of Health