

Provider Bulletin

HEDIS® News You Can Use

HEDIS Annual Audit



Importance of the audit

The Healthcare Effectiveness Data & Information Set (HEDIS®) methodology provides a systematic and standardized way for health plans to document how well they provide health care services to enrolled members. Mercy Care is committed to collaborating with each provider in our network to help improve member health outcomes and increase provider performance for HEDIS®.

Ensure your front office and medical records **staff are educated on HEDIS** and what they are required to send to us, especially new staff that are often not familiar with what the HEDIS process is.

We frequently receive charts for the current year, remember – HEDIS is a retrospective audit review, and we provide the needed dates within the fax request.

This bulletin offers information to help your office prepare for the upcoming HEDIS audit.



FAQ's

What will be requested from my office/practice:

Documentation to support compliance with specific HEDIS measure criteria, found in member medical records. Records can be returned via fax; portal; onsite retrieval.

What about HIPAA?

When members enroll with Mercy Care, they give consent for the plan to review their medical records for quality purposes. All staff working the HEDIS medical record review are required to pass training on HIPAA and managing Personal Health Information (PHI).

What happens to the data retrieved?

Aggregated results of the health plan will be shared with NCQA and AHCCCS. HEDIS is not a measurement of providers, or how they keep medical records. It is a measurement of how Mercy Care is performing to get their members needed services such as immunizations or preventative screenings.

No reports are given on a specific provider.



Contacts for more information

The HEDIS® Audit is managed by the Mercy Care Quality Management department:

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EMR remote access set up

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Great resources

Here are additional links and information to help you during the HEDIS audit:

- [HEDIS Mercy Care Providers](#)
- [Mercy Care Gap Closure Reference Guide 2025](#)
- [Provider Manual | Mercy Care Providers](#)

On behalf of Mercy Care, we appreciate your time, effort and attention. We value our partnership!

**Thank you for the care you provide
to our members**



Best Practices

Tips to improve results

*Set up access to the Availity Provider Portal. This portal will enable your office to send records securely to us and provides access to member compliance reports such as the Gaps in Care Report. Sign up for Availity [HERE](#)

*Set up remote access to your EMR system to allow record retrieval without an onsite visit. Please reach out to Elizabeth Ross if this is an option for which you would like more information

*Another “low burden” option includes setting up direct data feeds that can capture compliance all year and eliminate the need for requesting records. Please reach out to Carson Boyd, LD DIR, QUALITY MGT at carson.boyd@mercycareaz.org if interested

*There are many HEDIS measures that can be closed by using CPT II codes, resulting in reduced volume for medical record review. Please see our 2025 Mercy Care Gap Closure Reference Guide

*Review your Gaps in Care monthly report and reach out to members that are missing compliance

*Supply us with a current provider roster and updated contact information for medical records. It is important to notify any 3rd party vendor that you are working with that you are contractually obligated to release medical records **quickly** and **without charge**

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