

Hybrid Season



January 2020

ILLINOIS

Dear Providers,

To facilitate an assessment of our performance, Meridian uses the Healthcare Effectiveness Data Information Set (HEDIS®) standardized process of data collection. We are notifying all partners in care that the HEDIS® 2020 Hybrid season will begin in January 2020 and end in May 2020.

During our HEDIS® Hybrid season you can expect the following to take place:

- Regular medical record fax requests to gather additional information, which will assist with closing gaps in care
 - You may receive requests for services not completed at your office. You may still have historical medical record documentation that can be used
 - Please respond as soon as possible to make sure Meridian has an accurate account of completed services
- Potential onsite medical record abstraction from our internal abstraction team
 - Our abstraction team will contact you to schedule a visit or you can request an onsite abstraction by contacting your Network Management Representative
- You may receive additional outreach from our Quality Improvement representatives requesting medical record information

Your timeliness in response and cooperation with medical record requests will assist with a successful HEDIS® 2020 Hybrid season. Thank you for your continued assistance and commitment to the quality of care you provide to Meridian members.

If you have any questions, please call Chris Castaneda at **313-324-3700 ext. 25022**, or email **christopher.castaneda@mhplan.com**.

Sincerely,

Meridian