

## Electronic medical record data feed

*This communication applies to the Medicaid programs for Simply Healthcare Plans, Inc. (Simply) and Clear Health Alliance (CHA) as well as the Medicare Advantage program for Simply.*

**Background:** Simply and CHA providers using electronic medical record (EMR) technology can seamlessly increase HEDIS® scores via a secure data feed.

HEDIS data is not always captured through claims submission and requires medical record collection and review. Examples of data not captured through claims:

- Member visits prior to enrollment
- Claims billed to a third-party billing agency
- SNOWMED codes
- Lab and prescription data (for example, the results of an Hba1c screening are normally in a record or sometimes included in lab vendor files)

### What is an EMR feed?

The EMR file is a text file with data coming from an EMR system (for example, EPIC, e-Clinicalworks, etc.) and sent directly to the health plan; the process is more efficient than claims and medical records. CPT®, CPT II, and SNOWMED codes, etc. will be included in the file that will be sent to Simply and CHA.

### What are the benefits of an EMR feed?

- More efficient than faxing medical records to Simply and CHA
- Less administrative burden for providers and office staff
- Any and all codes that are in your EMR system will be included in the file
- Improved individual provider and group HEDIS scores by closing gaps in care
- Decreases health plan's requests for medical records
- Reduce copy service vendor utilization and requests
- Provider staff are not displaced from daily office tasks to fulfill requests
- Trained and proficient HEDIS staff are used which reduces copy errors
- Members are reviewed as a whole as opposed to via Provider Dashboard reports
- Other possible resources for data can be identified while researching the medical record
- Identification of gaps in care and opportunities for improvement can be communicated to the provider in a timely manner that will meet the time frames specified for HEDIS measure outcomes.

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<https://provider.simplyhealthcareplans.com>

<https://provider.clearhealthalliance.com>

Simply Healthcare Plans, Inc. is a Managed Care Plan with a Florida Medicaid contract. Simply Healthcare Plans, Inc. dba Clear Health Alliance is a Managed Care Plan with a Florida Medicaid contract.

Simply Healthcare Plans, Inc. is a Medicare contracted coordinated care plan that has a Medicaid contract with the State of Florida Agency for Health Care Administration to provide benefits or arrange for benefits to be provided to enrollees. Enrollment in Simply Healthcare Plans, Inc. depends on contract renewal.

**Who from the provider office manages the EMR feed?**

EMR feeds are sent monthly via an SFTP by your office IT department or EMR data specialist. If you do not already have a SFTP site created, Simply and CHA will set up a site at no cost to you.

**What do Simply and CHA do with this data?**

The Performance Ratings and Operations team will review the data for accuracy and formatting. This typically occurs in the fall. Thereafter, files are uploaded to HEDIS-certified software following the same process as claims data.

**How do I measure the impact of the EMR feed with respect to my HEDIS/STARS scores?**

You will receive a report to indicate how impactful the data is to your HEDIS/STARS scores.

If you are interested in sending EMR feeds to Simply and CHA or have any questions, please contact Kim Chmiel, HEDIS Manager at [kimberly.chmiel@amerigroup.com](mailto:kimberly.chmiel@amerigroup.com).