

Supplemental data records that comply with the Healthcare Effectiveness Data and Information Set (HEDIS®) audit review will be credited and calculated into your overall score.

Supplemental data submissions to CarePlus should meet the following criteria:

- Include two patient identifiers (patient's name, date of birth or CarePlus member ID).
- Contain a legible and identifiable healthcare provider's name or practice group name on each record. The healthcare provider's legible name, signature and credentials are required for certain measures (may be electronic).

Note: Handwritten patient information on medical records (e.g., procedure dates or CarePlus member ID) need to be initialed and dated by the healthcare provider within the current measurement year.

Best practices:

- Ensure your submission meets the medical record requirements criteria.
- Only provide the necessary evidence to address clinical opportunities; avoid submitting excessive medical record documentation.
- Medical records/documents in a foreign language are accepted; however, CarePlus recommends translating the HEDIS clinical opportunity measure elements into English.
- Supplemental data is accepted but coding is highly recommended to ensure timely reflection on reports.

You may submit your supplemental data records using one of two methods



Secure provider web portal
(instructions on next page)



Fax to **800-317-9903**



Upload electronic health records directly to CarePlus using the fast and secure provider portal by following these steps:

1. Go to the secure upload site at SubmitRecords.com/careplus
 - Enter the password: **careplus5s69**
2. Click the “**Add files**” button and choose the medical record(s) from your internet browser, then choose “**Open**.” You can upload single records as PDFs or tag image file formats (TIFFs). In addition, you can batch upload a zip file of all records as PDFs or TIFFs.
3. Add any information regarding the record(s) in the notes section. You can add records to a maximum of 100 MB of data per upload.
4. Click “**Upload**” and the selected medical record(s) will be electronically routed to the CarePlus repository system.

Helpful hint: CarePlus recommends logging or capturing the reference number generated after each successful upload. The number can be used to locate records and address any issues with the submission process.

For technical assistance or issues with this portal, please call **888-275-8749**, Monday – Friday, 6 a.m. – 5 p.m., Mountain time. Records will be stored in the secure CarePlus repository system.

This website, SubmitRecords.com/careplus, has been verified by Entrust®, an identity-based security software. All transactions are protected by 128-bit Secure Sockets Layer (SSL) encryption.



CarePlus receives data for the following measures through the supplemental process:

- Breast Cancer Screening (BCS-E)
- Care for Older Adults (COA)
- Colorectal Cancer Screening (COL-E)
- Controlling High Blood Pressure (CBP)
- Eye Exam for Patients With Diabetes (EED)
- Follow-Up After Emergency Department Visit for People With Multiple High-Risk Chronic Conditions (FMC)
- Glycemic Status Assessment for Patients With Diabetes (GSD)
- Kidney Health Evaluation for Patients With Diabetes (KED)
- Osteoporosis Management In Women Who Had a Fracture (OMW)
- Statin Therapy for Patients With Cardiovascular Disease (SPC)
- Transitions of Care (TRC)
 - Medication Reconciliation Post-Discharge (TRC-MRP)
 - Patient Engagement after Inpatient Discharge (TRC-PED)

For more detailed information about HEDIS measures, please reference the CarePlus quality measure guide or contact your assigned CarePlus clinical advisor.

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