

CarePlus supplemental data checklist

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

Medical record requirements:

- Two patient identifiers (such as the patient's name, date of birth, or CarePlus member ID) must be included in the medical record(s).
- A legible and acceptable healthcare provider signature, credentials, and date must be included (may be electronic).
- Handwritten patient information on medical records (e.g., procedure dates or CarePlus member ID) needs to be initialed and dated by the primary care physician (PCP) within the current measurement year.

Best practices:

- Ensure your submission meets the medical record requirements criteria.
- Only provide the supported documentation 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 1-800-317-9903

Upload medical records directly to CarePlus using the secure provider portal by following these five steps:

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

Helpful hint: CarePlus recommends logging or capturing the reference number that is generated after each successful upload of medical records. The number can be used for provider submission research, as needed.

For technical assistance with the provider upload portal, please call 801-984-4540, Monday – Friday, 6 a.m. to 5 p.m., Mountain time. 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).



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

- Breast Cancer Screening (BCS)
- Care for Older Adults (COA)
- Colorectal Cancer Screening (COL)
- 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)
- Hemoglobin A1c Control for Patients with Diabetes (HBD)
- 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 Indicator for Physicians Guide or contact your assigned CarePlus clinical Stars improvement professional.

NCQA Copyright Notice and Disclaimer

The HEDIS measure specifications were developed by and are owned by NCQA. The HEDIS measure specifications are not clinical guidelines and do not establish a standard of medical care. NCQA makes no representations, warranties, or endorsement about the quality of any organization or physician that uses or reports performance measures and NCQA has no liability to anyone who relies on such measure specifications. NCQA holds a copyright in these materials and can rescind or alter these materials at any time. These materials may not be modified by anyone other than NCQA. Use of the Rules for Allowable Adjustments of HEDIS to make permitted adjustments of the materials does not constitute a modification. Any commercial use and/or internal or external reproduction, distribution and publication must be approved by NCQA and are subject to a license at the discretion of NCQA. Any use of the materials to identify records or calculate measure results, for example, requires a custom license and may necessitate certification pursuant to NCQA's Measure Certification Program. Reprinted with permission by NCQA. © 2023 NCQA, all rights reserved.

Limited proprietary coding is contained in the measure specifications for convenience. NCQA disclaims all liability for use or accuracy of any third-party code values contained in the specifications.

The full text of this notice and disclaimer is available at [CarePlusHealthPlans.com/HEDISdisclaimer](https://www.CarePlusHealthPlans.com/HEDISdisclaimer).

