Provider communication
General information and system updates

September 20, 2023

Improving Quality Scores through Remote EMR Access Update

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP

Mercy Care performs year-round medical record review collection to help our provider network improve care and quality scores throughout 2023. To assist with improving scores, we are requesting remote electronic medical records (EMR) access to our members' medical records for this quality review. Through remote EMR, you will see a reduction in office burden that may have been experienced during prior quality reviews when the office was requested to submit records.

What is Remote EMR Access?

The utilization of a secure connection to EMR, applications, or data from a location other than the provider office. Remote EMR also provides the opportunity for the health plan to retrieve medical record data tied to Healthcare Effectiveness Data and Information Set (HEDIS) accreditation and performance metrics that includes:

- Labs & diagnostic reports
- Outpatient care including progress & consult notes
- Immunizations
- Problem lists & histories
- Assessments & flowsheets
- Medication sheet

Benefits of Remote EMR Access

- Reduction in office burden during quality review projects pertaining to HEDIS gap closure
  - More time with patients
  - No phone calls or faxes tied to quality audit
  - No need to reserve space for onsite reviewers
- Reduction in costs that can be tied to copy vendors or paying additional staff to pull charts
- Improvement in HEDIS performance rates
- Identification of areas to improve in documentation or coding on claims for care rendered
- Charts pulled from remote EMRs can close gaps tied to value-based incentive programs

Ensuring protection of sensitive data

We comply with the HIPAA Privacy Rule with regard to protected health information (PHI). To further ensure the security of PHI, including the appropriate use and access to PHI, through remote access to your EMR we have developed an EMR access agreement. This agreement is a legally binding relationship between the health plan and provider to allow the health plan remote access to your EMR while ensuring protection of sensitive information and creating administrative efficiencies to share required PHI.

If you want to move forward with implementing remote EMR access, we will send you the agreement to start the process. Please reach out to Elizabeth Ross at **rosse2@mercycareaz.org** or Amy Beck at **becka@mercycareaz.org** for more information on setting up remote EMR access. Thanks for all you do!

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