

## Commercial Risk Adjustment (CRA) reporting update: Retrospective Program begins; benefits of direct connection access to your EMR

Published: Jun 1, 2019 - Administrative

Continuing our 2019 CRA updates, we request your assistance with respect to our CRA reporting processes. As a reminder, there are two approaches that we take (Retrospective and Prospective) to improve risk adjustment reporting accuracy. This month we'd like to focus on the Retrospective approach, and the request to our providers.

### Retrospective Program:

- Focus is on medical chart collection
- Medical record documentation supports provisions of ACA that require Anthem to collect and report diagnosis code data for ACA members
- Medical chart collection will start soon (separated in three different time periods)
  - Period 1 (June 2019)
  - Period 2 (November 2019)
  - Period 3 (January 2020)

Anthem's medical chart collection is in compliance with the ACA provision to collect and report diagnosis code data for ACA members

### Electronic options for chart collections:

Submitting medical charts to payers can be extremely burdensome and time consuming for your staff. Utilizing an electronic option can alleviate the constraints on both staff resources and time.

- **Remote/Direct Anthem Access**
  - The most efficient option is to allow Anthem's medical coder team to have direct connection access to your EMR system for Anthem to retrieve member records.

- Allows for no vendor interventions and fewer handoffs of the records.

*To address compliance concerns, please note that as a health plan, Anthem is a covered entity under the HIPAA Privacy Rule and is bound to protect PHI.*

### **Benefits of providing EMR direct connection access**

- Medical records staff resources minimally contacted for charts requested
    - Depending on EMR system, requests may also be handled electronically through “push” notifications
  - Medical records staff will release only those records requested into EMR queue for which we have access
  - Cost savings - - less administrative impact on staff and no paper copying costs
  - Better privacy/security measures - - no need to save medical record to desktop and then copy/save before transmittal
- 
- **EMR Interoperability.** Options are in place for the following EMR systems:
    - Allscripts (Opt in –signature required. Need to work directly with the CRA representative for your region)
    - NextGen (Opt out – auto-enrolled)
    - Athenahealth (Opt out – auto enrolled)
    - MEDENT (Opt in – signature required. Need to work directly with the CRA representative for your region)
  - Inovalon virtual visit or onsite
    - Inovalon will work directly with your office to utilize electronic connectivity for a virtual visit, or they will have their staff go into the office for medical record retrieval based on a scheduled time that is convenient.

- Secure FTP
  - Set up directly with our vendors as a temporary secure FTP to transfer medical records.

If you are interested in any of these electronic options, or would like to grant our Anthem medical coders with direct access to your EMR, please contact our CRA Representative [Alicia.Estrada@anthem.com](mailto:Alicia.Estrada@anthem.com).

Thank you for your continued efforts with our CRA Program, and expediting these medical chart collection requests that will begin soon.

**URL:** <https://providernews.anthem.com/connecticut/article/commercial-risk-adjustment-cra-reporting-update-retrospective-program-begins-benefits-of-direct-connection-access-to-your-emr>

**Featured In:**

June 2019 Anthem Connecticut Provider Newsletter, June 2019 Anthem Maine Provider Newsletter, June 2019 Anthem New Hampshire Provider Newsletter

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare or WCIC; Compcare Health Services Insurance Corporation (Compcare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.

---