

Overview: Healthcare Effectiveness Data and Information Set

For provider Groups that participate in a Cigna Collaborative Accountable Care program

The annual Healthcare Effectiveness Data and Information Set (HEDIS®)* is one of the most widely used sets of health care performance measures in the United States.

Providers contracted by Cigna Healthcare® are required to participate in the annual HEDIS medical record collection and review process. The annual HEDIS cycle runs from January through April 30. However, for a group ("Group") that participates in a Cigna Collaborative Accountable Care (CAC) program to be eligible for the HEDIS incentive, they must receive a minimum of 25 medical record requests from Cigna Healthcare and submit a minimum of 90 percent of these records no later than March 31.

Groups are encouraged to review the information in the following tables, which cover the basic HEDIS data types, the HEDIS notification and collection timeline, responsibilities and requirements, and preferred methods for sharing medical records.

Data types

Administrative data	Administrative data is collected through claims, immunization registries, laboratory data, electronic clinical data, and other sources for HEDIS measures.
Hybrid data	Hybrid data is derived from a combination of administrative data and a review of medical records by trained Cigna Healthcare HEDIS clinical staff.

HEDIS timeline, responsibilities, and requirements

The HEDIS medical record review is time sensitive. Cigna Healthcare collects and processes more than 100,000 records annually.

The following table outlines the responsibilities and requirements during the HEDIS cycle:

Timing	Description
November 15, 2025	Groups need to have a valid current CAC roster and submit roster changes to Cigna Healthcare.
November 30, 2025	Deadline for Groups and providers to request Cigna Healthcare remote or direct access to their electronic medical record (EMR) system (form signature and access testing) for the upcoming HEDIS cycle. Requests for EMR access should be sent to HEDIS.Request@CignaHealthcare.com .

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCOA).

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Timing	Description
December 15, 2025	Deadline for Groups and providers to request Cigna ShareFile access for direct upload of electronic medical records by emailing HEDIS.Request@CignaHealthcare.com .
January 2026	Cigna Healthcare initiates the data collection process and generates a random HEDIS sample.
February 2026	Cigna Healthcare sends letters to providers and vendors requesting medical records. Cigna Healthcare HEDIS staff begin outreach to providers to request medical records. Note: <i>For Groups and/or providers who use copy service vendors, it is their responsibility to ensure that the copy service vendors submit requested records by March 31.</i>
February 27, 2026	Deadline for Groups to request a copy of the CAC HEDIS Request Chase list (which includes aligned providers and patients at the measure level). Requests for a copy of the CAC HEDIS Request Chase List must be sent to HEDIS_CACIncentive@CignaHealthcare.com .
March 31, 2026	Deadline for Groups and/or providers to submit requested medical records to meet eligibility for the HEDIS incentive. For a Group to be eligible for the HEDIS incentive, they must receive a minimum of 25 medical record requests from Cigna Healthcare and submit a minimum of 90 percent of these records no later than March 31.
April 30, 2026	Groups and providers must submit records by April 30 in accordance with their contract. Cigna Healthcare will not accept records after April 30.

Preferred method for sharing medical records

Direct access to EMR Preferred method	If EMR access is maintained throughout the HEDIS collection cycle, providers are automatically credited upon record submission.	Direct access to EMR is the most secure and efficient method of record submission. Cigna Healthcare understands the increased demand placed on provider offices and medical records departments during the HEDIS collection period. To help reduce the administrative burden, and to prevent medical records from getting misdirected, Groups and providers are encouraged to implement the industry best practice of establishing direct access to their EMR with Cigna Healthcare. Our HEDIS clinical staff are well trained in Health Information Portability and Accountability Act (HIPAA) compliance and in multiple EMR systems. Please note that credit for direct access to EMR will be captured incrementally as records are retrieved throughout the cycle.
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Cigna ShareFile Secure File Transfer Protocol (SFTP)	Submission to reporting turnaround time is one to two business days	This is a secure and fast method to send medical records to Cigna Healthcare. With this option, a secure link is sent by email that can be used to drop or drag the requested medical records to satisfy the HEDIS request.
Secure Fax Not a recommended submission method	Submission to reporting turnaround time is five to seven business days.	Fax is the least secure and reliable method to return medical records for HEDIS and not recommended. Transmissions can be misdirected, illegible, incomplete or cut off. If fax must be used, records can be sent to the HEDIS team via secure fax at 833.743.1430 .
Copy vendors Not a recommended submission method	Submission to reporting turnaround time is five to nine business days	Groups and/or providers that choose to use an approved copy vendor are responsible for the oversight, deliverables, and deadlines related to the CAC HEDIS incentive requirement. If this method is used, the Group and/or provider should request that the copy vendor prioritize their record pull to meet the CAC HEDIS incentive deadline. All records must be received by March 31 to be considered for the HEDIS incentive.

Quick Reference Guide

To significantly reduce the number of medical records we may request, it is important to utilize complete and accurate codes. A Quick Reference Guide is also available that outlines the required documentation to ensure that a record is compliant for the HEDIS Adult, Well-Child, and Adolescent Measures, including up to date Current Procedural Terminology Category (CPT®) Category II and International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM) codes that will help maintain and improve compliance.

 **For more information on direct access to EMRs or SFTP, please email HEDIS.Request@CignaHealthcare.com.**