

Remote access to electronic medical record systems for annual HEDIS medical record collection

Frequently asked questions

The Healthcare Effectiveness Data and Information Set (HEDIS®)* is one of the most widely used set of health care performance measures in the United States. The National Committee for Quality Assurance (NCQA) developed HEDIS as an industry-wide tool to help compare and assess a health plan's performance in a variety of areas.

Health plans are required to collect a significant number of medical records over the course of a short time to meet annual HEDIS requirements. The most efficient and secure way for Cigna Healthcare® to retrieve the requested medical record documentation is via access to a provider's secure electronic medical record (EMR) system using our secure network.

Granting trained Cigna Healthcare staff remote access to your EMR system reduces the administrative burden of the annual HEDIS record collection, and offers these benefits:

- Eliminates potential costs associated with copying and faxing records.
- Provides secure access and minimizes the risk of records being misdirected.
- Avoids fax transmission failures that result in incomplete medical record submissions.
- Complies with Health Insurance Portability and Accountability Act (HIPAA) requirements.
- Gives providers and their staff more time to devote to patient care.

Questions and answers

1. Is the process secure?

Yes. Cigna Healthcare staff are well trained in HIPAA regulations and will only access the minimum information needed for the HEDIS measure.

2. Is there a deadline to agree to remote access?

The goal is to have an access agreement in place by November 30, 2025.

3. Is there an alternative electronic method to submit records to Cigna Healthcare directly?

Yes. Medical records can also be submitted via our secure Cigna ShareFile portal or Secure File Transfer Protocol (SFTP). For more information, please contact HEDISNational@CignaHealthcare.com. Please note that Due to HIPAA concerns, Cigna Healthcare is not able to receive medical records by mail or collect them onsite for review.

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

4. Is there an agreement to allow remote access?

Yes. HEDIS data collection is an annual process and may require a new signed agreement each year. Cigna Healthcare can provide a copy of its remote access agreement if your organization does not have one.

Questions

For more information on the benefits of allowing EMR access for HEDIS requests, or how to start the process, please contact HEDISNational@CignaHealthcare.com.