



February 12, 2010

Dear Delaware Physicians Care Provider:

Delaware Physicians Care, an Aetna Medicaid Plan (DPCI), will be compiling preventive health data according to HEDIS[®] (Healthcare Effectiveness Data and Information Set) guidelines, which are developed and maintained by the National Committee for Quality Assurance (NCQA). In that effort, we seek your assistance in collecting data from the medical records of your DPCI members.

HEDIS[®] is the most widely used set of performance measures in the managed care industry. HEDIS[®] data allows us to demonstrate to consumers the quality of care you provide to DPCI participants. We make every effort to collect HEDIS[®] data from claims and encounters. However, to capture the most reliable and thorough data, we are required by NCQA to refer to medical records. Your assistance will help ensure we have collected the most accurate data possible.

The medical record review and collection process will begin in late February or early March. A representative from DPCI will contact you shortly to make arrangements for the review. Once an appointment for an onsite review is confirmed, you will receive a list containing the names of the DPCI participants and measures selected for the review process. During these reviews, we will need to copy only those portions of selected medical records that include the relevant information needed.

The participants chosen for this review have been selected through a random sampling process. Personal Health Information (PHI) is kept confidential. Only the presence or absence of a particular measure will be noted and included in the health plan aggregate rates. Provider and member information will not be presented in any identifiable way.

Your contract with DPCI provides for the release of medical record information to DPCI or its designee for quality improvement efforts.

We greatly appreciate the time and effort you and your staff may provide on behalf of this quality initiative. If you have any questions regarding HEDIS[®] data collection, please call our Manager of Quality Management, Linda Hunter, RN at 302-894-6714.

Sincerely,

Stanley S. Lynch, Jr. MD, FAAP
Chief Medical Officer