HEDIS Data Collection Continues through April
Aetna Better Health of Nebraska participates in the annual Healthcare Effectiveness Data and Information Set (HEDIS) data collection project. The HEDIS project started in February and will end in early May. Our Quality Management team has been working with many of you requesting medical records to support this project.

If you have already submitted records, we thank you. If you have records yet to submit that were requested, please submit them by fax or by mail as soon as possible. If you have questions about the request for records, please contact our Quality Management team at 402-995-7185.

Some providers have expressed concern about whether they may disclose medical record information to Aetna Better Health of Nebraska in light of the Privacy Rule requirements of the Health Insurance Portability and Protection Act ("HIPAA Privacy Rule"). In its "Guidance Explaining Significant Aspects of the Privacy Rule" dated December 4, 2002, the U.S. Department of Health & Human Services Office of Civil Rights stated a provider may disclose protected health information to a health plan for the plan's Health Plan Employer Data and Information Set (HEDIS) purposes. Please see 45CFR 164.506(c) (4) for more detailed information.

HEDIS is a widely-used set of performance measures in the managed care industry, developed and maintained by the National Committee for Quality Assurance (NCQA).

HEDIS was designed to help consumers compare health plan performance to other plans and to national or regional benchmarks. Health plans use HEDIS information to identify trends, working with providers to see where together we can focus our improvement efforts. The Centers for Medicare and Medicaid Services (CMS) require that Managed Care Organizations (MCOs) submit HEDIS data in order to provide MCO services.

As always, we thank you for your assistance with collecting data for HEDIS. For more information on HEDIS, visit the NCQA website.

Provider Portal Webinars
Aetna Better Health of Nebraska is hosting webinar sessions to assist providers with functions of the secure provider web portal. The next webinar session is listed below.

Thursday, March 24th, 2:00-3:00 PM (CST)

Any provider who wishes to participate will need to register. Please email us with your name, email address, date & time preferred. All registered providers will receive an email invitation to the webinar with further instructions the day prior to the scheduled webinar.

Claims Inquiry/Claims Research (1-888-784-2693)
Our dedicated Claims Inquiry/Claims Research Team (CI/CR) will assist providers with all claims issues, remittance advice questions, and reconsiderations. Please call **1-888-784-2693 option 2/3**, for assistance on your claim issues. If resolution is not reached with a representative, please ask for the assistance of a supervisor.

**Provider Manual**
The provider handbook updates are now available and posted on our website at the link [here](#).
Please contact your Provider Relations Representative, if you have any questions.