# MVP Gaps-In-Care Monthly Process Timeline

1. Records received by MVP — Day 1
2. HEDIS Operations nurses process incoming records; individual member files distributed to practice folders. — Days 2-5
3. HEDIS Operations nurses review records from all practices within 2 weeks of receipt — Days 3-14
4. HEDIS Ops Validation staff perform QA of review team's entries by last week of month — Days 14 - 29
5. HEDIS Ops QA staff forward final validated files to HEDIS Measurement team (Informatics) — Day 29
6. Measurement team creates "pseudo claims" for services provided; feeds to HEDIS engine — Days 29-30
7. Updated Gaps Lists are born. "Service required" notations now appear as a 'Pass" for members whose documentation met measure criteria — Days 60-90

**Barriers to Efficiency in Gaps in Care Processing:**

- Large quantities of records received simultaneously from all practices. You can help by submitting Gaps records MONTHLY instead of quarterly or at year end.
- Large quantities of records received in *Batch files* requiring separation into individual member files. You can help by submitting *one file per member* with the following naming convention: Last name, First name _Measure (EED, HBD, COL, CCS, BCS, for example).
- Poor Quality of records received: Illegible names dates or sentences; incomplete or missing pages, missing DOB and/or provider signature. All require f/u with practices leading to delays. You can help by reviewing all records for these issues and correct them before transmitting to MVP if you must submit by fax. ***The preferred method of medical record transmission is via email to mvpgapclosures@mvphealthcare.com***
- Large quantities of records that do not meet measure criteria. You can help by reviewing measure criteria in the GIC report cover letter and avoid sending records not consistent with criteria. Documentation of patient refusal of services will not close a gap. The service is required to be completed in order to do so.
- Large quantities of records for members that are not on the *most current monthly MVP gap list*. These records cannot be used but all pages must be reviewed, categorized and stored per record retention policy. You can help by avoiding record submissions for members who are not shown on the *most current* monthly Gap List.
- Receipt of records without a cover page indicating name of *practice* and reason for transmission. In the case of a large provider organization with multiple practice locations, long periods of time may be required to locate the corresponding gaps report for a particular office site. You can help by using the dedicated cover page included with each Gaps in Care Report and complete this in its entirety. Most importantly PLEASE include the practice TIN# in the space provided along with a contact name/ phone/email address for related follow-up.

**WORKING TOGETHER SMARTER, NOT HARDER**



Classified as Confidential