



Independent licensees of the Blue Cross Blue Shield Association.

Quality Initiatives

Frequently Asked Questions

1. Do Consumer Assessment of Health Plans and Systems (CAHPS) or Healthcare Effectiveness and Data Information Set (HEDIS) rating affect claims reimbursement?

No, CAHPS and HEDIS® ratings do not affect reimbursement. These could, however, become the standards for future quality-based reimbursements.

2. Does HEDIS count toward durable medical equipment (DME)?

No, HEDIS measures do not apply toward DME.

3. Is HEDIS required for all specialties?

HEDIS is not a requirement for specialty practices. Specialty practices, however, can gain National Committee for Quality Assurance (NCQA) recognition for successfully coordinating patient care with their primary care colleagues.

4. Why does BlueCross BlueShield of South Carolina share Gaps in Care (GIC) reports with providers?

A care gap occurs when a member has not received a preventive health service. This data is collected and shared with providers to have them reach out to those GIC patients to receive those missed and/or undocumented preventive health services. Closing these gaps also helps to meet HEDIS requirements while improving the overall health of the patient.

5. Are specialists expected to report all diagnosis codes for HEDIS?

No, specialists are not expected to report all diagnosis codes for HEDIS. Our efforts to close patient care gaps concentrate on claims data from primary care physicians.

6. How can I receive a GIC Provider Report?

HEDIS quality reports are available through My Insurance ManagerSM. However, if you are having trouble locating reports, please contact the Quality Navigator program at NAVIGATOR@bcbssc.com.