



The quarterly newsletter for Indiana health care professionals



Here's what's new

- The UnitedHealthcare Community Plan of Indiana Hoosier Care Connect newsletter provides valuable information, updates and insights that help you make informed decisions
- This newsletter is published quarterly. We cover a range of topics, including the benefits of digital tools, manual overviews, Indiana Department of Health guidance and more.

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Questions?

Review our [UnitedHealthcare Community Plan of Indiana homepage](#).

Enhancing care and compliance

HEDIS

HEDIS®, developed by the National Committee for Quality Assurance (NCQA), is a standardized set of measures that assess care and service performance. By using **HEDIS measures**, you can:

- Identify and address gaps in care
- Help ensure patients receive the necessary services on time
- Contribute to participation in incentive programs

Your role in HEDIS success

Your role is very important in achieving HEDIS goals. It is important to complete care within specified time frames, code patient claims correctly and thoroughly document all provided care in patient medical records. It is also important to reply to requests for medical records each spring.



PATH

Our PATH program helps you find health care opportunities, improve patient care and find tools and resources such as checklists, courses and reference guides. It also provides information about UnitedHealthcare Community Plan members who are due or overdue for specific services.






Resources

The **PATH reference guide** can help you understand the quality measurement programs and what billing codes to use. For more information, please visit the **PATH** website and explore the Medicaid PATH Resources section.

The Individual Health Record

The Individual Health Record (IHR) is a technology platform that provides a robust digital record of a person's UnitedHealthcare health care history. IHR takes data from across systems and transforms it into a record that communicates each person's health history and current health status.

 Information	 Care	 Coordination
<p>The platform delivers patient information across all patient encounters in the health care delivery system.</p> <ul style="list-style-type: none"> Includes diverse data such as inpatient, outpatient, ambulatory, in-network, out-of-network and reported sources are combined into a single record Gives you access to current and historical diagnoses, visits, medications and tests from physicians outside your practice 	<p>Provides a broader view of your patient's overall health care experience. It benefits care teams by:</p> <ul style="list-style-type: none"> Making the most of the patient's visit and closing gaps in care Identifying potential admission/readmission risks early, so you can take preventive measures 	<p>By working from the same patient information, all clinical teams reduce unnecessary or duplicated tests and appointments.</p> <ul style="list-style-type: none"> Helps reduce your administrative burden by automating the movement of data Real-time data is used in the IHR, helping decrease possible test duplication and increase the ability to monitor details such as medication Get a broader understanding of your patients' overall health care

Resources

For more information, go to our [IHR web page](#).

Requesting access to IHR

If you need help requesting access to IHR, you can:

- Take the [IHR User Guide training](#)
- Visit our [Contact us](#) page for chat options and contact information



IHR questions?

Call the Dedicated Service Team at **888-761-0346**, 7 a.m.-7 p.m. CT, Monday-Friday. The Dedicated Service Team will research the issue and validate the information.