



HPHC Quality HEDIS Case Clarification and Exemption Process Instructions

Initial requests for member exclusions are allowed for the Breast Cancer Screening and Cervical Cancer Screening **reminder mailings to members and physicians only**.

Additional documentation is required for a patient to be removed from the HPHC Quality Measure Reports. Instructions are sent to the primary care physician office with the gaps in care reports. If a patient has had bilateral or two single mastectomies or a total abdominal hysterectomy with removal of cervix, please fax or email documentation, including date(s) of procedure(s) if available.

Reported exclusions will be removed from the HPHC Quality Measures Reports. This may take up to six months from the time HPHC is notified of the exclusion.

Electronic Fax Number: 617-509-4251

Email Address: [HPHC Quality Case Clarification@harvardpilgrim.org](mailto:HPHC_Quality_Case_Clarification@harvardpilgrim.org)

Please note:

Correction of member information errors such as address, date of birth, sex, must come from the member to HPHC Member Services for individual subscribers or through the employer group.

For all other HEDIS metrics, members cannot be excluded from the measures due to the methodology used in calculating HPHC HEDIS rates.