

October 18, 2013

«First_Name» «Last_Name», «Title»
«Address_1»
«Address_2»
«City», «State» «Zip»

Re: HEDIS[®] Access/Availability of Care Measures

Dear «First_Name» «Last_Name», «Title»:

This is the final letter in the series that is a part of our continued efforts to ensure that you are aware of Jai Medical Systems Managed Care Organization, Inc.'s quality assurance standards as they relate to HEDIS[®] (Healthcare Effectiveness Data and Information Set). It is our hope that this information will assist you in achieving our quality assurance goals.

The **Access/Availability of Care** measure examines the percentage of patients who had an outpatient or office visit. It is imperative that you make your best efforts to ensure that individuals from all age groups receive a visit at least once a year. Please ensure that all patients on your panel receive at least one office visit with you every year. Enclosed you will find a Member Outreach Log that can help you and Jai Medical Systems work together to better monitor the outreach to your patients. If you need assistance with outreach, please contact our Customer Service department at the number listed below.

Attached you will also find a criteria receipt. After reviewing the standards for this measure, please sign and fax this receipt to Stephanie Scharpf at (410) 433-4615.

We believe that the information provided will help you understand how HEDIS[®] will be used to interpret the quality of care provided to our members. Please remember that this information has been adapted from HEDIS[®] guidelines and should not be substituted for your sound medical judgment. Thank you for your continued efforts to ensure that our members receive the highest quality of care possible. Please feel free to contact us at (410) 433-2200 if you have any questions or concerns.

Sincerely,



Frances Bird, M.D.
Director, Quality Assurance

Sincerely,



Stephanie Scharpf
Director, Regulatory Compliance and
Administration

