Remote EMR Access for Quality and Medical Record Review

Aetna Better Health®

Remote electronic medical record (EMR) access is one option

Aetna Better Health uses multiple approaches to obtain clinical information needed for NCQA Accreditation and Quality Projects, requiring medical record review.

Whenever possible, we use existing electronic data connections to securely receive information from providers' electronic health record systems. In some situations, however, additional records may still be needed to support HEDIS® and other quality activities. Remote EMR access is one option that can help reduce repeated medical record requests when those records are not otherwise available electronically.

What is remote EMR access?

The utilization of a secure connection to electronic medical records (EMR), applications, or data from a location other than the provider office:

- Aetna office locations
- Authorized home offices

Most EMR systems have the capability to be accessed remotely for viewing and printing medical records. Examples include, but are not limited to include:

- Athenahealth
- eClinicalWorks
- Epic Systems
- NextGen
- Practice Fusion

Why might remote EMR access be needed?

Electronic clinical data sharing may not always include every record or data element needed for HEDIS® and other quality activities. Remote EMR access can allow authorized Aetna staff to retrieve additional documentation when needed while reducing repeated requests to provider offices.

- Labs & diagnostic reports
- Outpatient care (progress & consult notes)
- Immunizations
- Problem lists & histories
- Assessments & flow sheets
- Medication lists
- Growth Charts

Benefits of remote EMR access

The utilization of a secure connection to electronic medical records (EMR), applications, or data from a location other than the provider office:

- Reduces administrative burden during quality review
- Allows more time for patient care
- Eliminates phone calls and fax requests
- Removes the need for onsite reviewer visits
- Lowers costs related to medical record retrieval
- Streamlines documentation review and submission
- Identifies opportunities to improve documentation and coding accuracy
- If applicable care captured can be tied to Value Based, or Incentive Program earnings

How can Aetna Better Health ensure secure access and protection of sensitive data and PHI?

Aetna Better Health staff access EMRs through a secure, cloud-based platform to ensure protection of sensitive data and member PHI.

- Personal devices are not used for remote access
- Only Aetna-issued, secured computers are utilized

Additional security safeguards

Virtual applications or desktops are available that provide your IT the ability to ensure secure access to your EMR. Examples include, but are not limited to:

- Citrix Systems
- VMware Horizon Client

Multi-factor Authentication (MFA) tools can be downloaded to health plan computers as an additional security safeguard for access. Examples include, but are not limited to:

- Authy
- Duo Mobile
- Google Authenticator
- Microsoft Authenticator
- PingID

EMR Access Agreement

We will adhere to your office requirements, security consents, paperwork for access, and the HIPAA Privacy Rule. To further ensure the security of patient information and HIPAA compliance, we have developed an EMR access agreement to sign with our providers. This agreement:

- Establishes a legally binding relationship between health plans and providers
- Ensures protection of sensitive data

These agreements are required for:

- Health plans
- Healthcare providers who transmit protected health information in accordance with HHS standards
- Healthcare services, care, or supplies that are related to the healthcare of an individual

Interested in electronic data sharing with Aetna?

Depending on your organization's EMR and technical capabilities, Aetna may have options for electronic clinical data exchange that can reduce manual record retrieval. Contact your Provider Services team to learn more about available connectivity options at 866-316-3784.

Please note:

- Medical records will not be altered by health plan staff.
- Medical records will be securely stored in accordance with CVS Health Record Retention policies.