

Online Submission of Medical Records for Stars and HEDIS Gaps in Care

Medical Record Requests (MRRs) may be made by the Health Plan and or its designated vendor for a variety of reasons. We have created an easy, online option for you to submit MRRs to close gaps in care for Stars and HEDIS measures. Just follow these steps:

1. Access the provider portal. (For first-time portal users, follow the easy steps at the link to set up an account and log in.)
2. On the portal home page, select Close Gaps in Care.

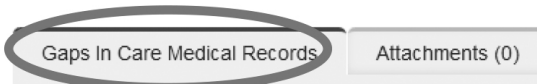
Welcome to the Provider Portal!

This site will allow you to:

- [Verify eligibility and coverage](#)
- [View claims history and payment status](#)
- [Ask a Claim, Eligibility or Benefit Question](#)
- [Special Investigation Unit: upload requested medical records or documents](#)
- [Close Gaps In Care](#)



3. On the 'Gaps in Care Medical Records' page enter content in all required fields.



Note: do not hit the Submit button at this point. Instead, select the Attachments tab above.

*PCP Name:

*Provider Group:

*Provider NPI:

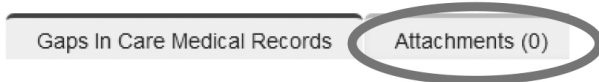
*Member First Name:

*Member Last Name:

*Member ID:

*Member Date of Birth:

~~Submit~~



4. Select browse to select the file, then select the Add button.

5. After the file(s) finish uploading it will indicate the number of attachments in the Attachments tab. Now, click on to the Gaps In Care Medical Records tab.



6. Select Submit.

*PCP Name:

*Provider Group:

*Provider NPI:

*Member First Name:

*Member Last Name:

*Member ID:

*Member Date of Birth:

Submit

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