



Medical Record Abstraction

Abstract medical record data and improve quality scores with thorough documentation of compliant care

For health plans and other healthcare organizations, the quality measurement and reporting process grows more complex—and more important—every year. Measuring and reporting quickly, efficiently, accurately, and thoroughly is essential.

Cotiviti’s Medical Record Abstraction services deliver rapid, accurate abstraction of clinical data components that document the provision of compliant care for HEDIS® reporting and other quality measurement needs. Our goal is to achieve the highest number of compliant components possible within any reporting time frame, optimizing health plan quality scores and revenue while closing care gaps.

Abstraction is performed by a combination of tenured nurses, certified medical coders, and RHIT®-certified reviewers. As a result of handling large record volumes, Cotiviti is able to focus our abstraction teams on smaller numbers of measures, allowing them to go deeper, perform better, and improve quality with thorough NCQA technical specification training. Where providers may fall short in capturing clinical information in the EMR, our team can help validate key clinical data components.

Beginning in MY 2023, Quality Intelligence clients who do not license full retrieval and abstraction services may add on the ability to securely attach and store medical records, perform annotations, and search them to streamline quality checks and audits.



Key solution results

>97%

nurse abstractor accuracy

18

years of average clinical experience for our registered nurses

5-7

days for abstraction throughput



Key benefits for clients

- **Scalability:** We staff to meet your needs, no matter the volume
- **Transparency:** Our experienced team is just a click away for any question or clarification
- **Flexible:** We support client-specific data formats including abstraction and over-read, MRRV only, and off-season projects



Key Cotiviti differentiators

- Customers can quickly access annotated records and communicate back and forth with nurse abstractors to view progress in real-time
- Our team can highlight where compliant information appears in the medical record, saving time for clients, auditors, and more
- We conduct thorough NCQA technical specification training for our teams, focusing on measures that match their areas of clinical expertise

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).



To learn more about how Cotiviti’s solutions can improve your organization’s quality outcomes, call 866.292.6971 or email answers@cotiviti.com.