

Education on MRA and HEDIS to achieve a 5 STAR rating for each IPA/Provider:

- Setting expectations for the IPA/Providers
- Providing necessary education in areas needing improvement
 - Understanding MRA
 - Understanding HEDIS coding
 - Documentation training
 - ICD-10 coding training
- Providing a TEAM effort to ensure compliance of all MRA & HEDIS criteria are being met. TEAM includes:
 - Auditor Educator
 - IPA/PR Rep
 - Quality Nurse
 - Medical Director
- Regular and *ongoing* outreach and training – on-site, webinar, phone, email
- Regular and ongoing chart auditing for retrospective review and prospective education