

**August 28, 2020**

## **Clinical and Medical Record Collection**

Dear Provider,

Starting September 1, 2020, Health Plan of San Mateo will partner once again with PopHealthCare and Change Healthcare, HPSM's contracted vendors, to collect medical records. The purpose of this clinical record review is to search for the presence of documented ICD-10 diagnoses not previously reported to the Centers for Medicare and Medicaid Services (CMS).

Your compliance with this medical record collection ensures that HPSM can report complete and accurate data about your patients to CMS.

A representative from one these vendors will contact your office to validate patient information and to determine the most efficient method for record collection. Collection options include:

- Electronically available (preferred) - If your practice uses Electronic Medical Records (EMR), the vendors will work directly with you prior to the visit to determine the most efficient and secure method of information transfer.
- If the documents are not available in an electronic format, the vendors will work with your office to provide different methods to obtain the requested records.

If you have any questions about this medical record collection request, please contact **Lorena Mathus, Medicare Risk Adjustment Program Specialist**, at [lorena.mathus@hpsm.org](mailto:lorena.mathus@hpsm.org).

Thank you in advance for your time and responsiveness,

Health Plan of San Mateo