

2/14/2020

Subject: Upcoming Clinical and Medical Record Collection

Dear Provider,

Health Plan of San Mateo (HPSM) is partnering with a new vendor, Change Healthcare, to collect medical records on our behalf for two important processes required of HPSM:

1. The **Healthcare Effectiveness Data and Information Set (HEDIS)**, an annual healthcare quality report mandated by the Centers for Medicare and Medicaid Services (CMS); and
2. **Encounter Data Validation (EDV) study**, an annual activity mandated by California's Department of Health Care Services (DHCS) to validate medical record documentation for submitted encounter data for services rendered in 2018.

A representative from Change Healthcare will contact your office to validate patient information and to discuss your preferred method of chart collection. **To help our providers with this required process Change Healthcare has five options available:**

1. You can provide Change Healthcare with remote access to your electronic medical record system. This option minimizes office disruption.
2. You can provide Change Healthcare with a way to exchange requested medical record data electronically through a secure drop box/email.
3. You can fax the requested medical records to Change Healthcare if the chart concentration is less than five charts.
4. You can mail paper copies or a CD/flash drive of the requested medical records.
5. You can schedule an onsite appointment for Change Healthcare to scan the charts for you. This option is recommended if you have a large volume of paper medical records requested.

We'd like to kindly remind all providers of the following requirement on medical record information:

Medical record information shall be provided to HPSM, as appropriate, and without violation of pertinent State and Federal laws regarding the confidentiality of medical records. Such information shall be provided without cost to HPSM or our shared members.

If you have any questions about these medical record collection requests, please contact Darla May, Quality Review Coordinator with HPSM, at (650) 616-2868 or Change Healthcare Provider Relations at (855) 767-2650.

Thank you in advance for your participation in this important process.

Best regards,

Health Plan of San Mateo