

March 5, 2021

Upcoming Clinical and Medical Record Collection

Dear Provider,

The Health Plan of San Mateo (HPSM) is partnering once again with Change Healthcare to collect medical records on our behalf for the Healthcare Effectiveness Data and Information Set (HEDIS), an annual healthcare quality report mandated by the Centers for Medicare and Medicaid Services (CMS).

A representative from Change Healthcare will contact your office to validate patient information and to discuss your preferred method of chart collection. 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.

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 time and responsiveness.

The Health Plan of San Mateo