

August 16, 2021

Clinical and Medical Record Collection

Dear Provider,

The Health Plan of San Mateo (HPSM) is partnering once again with PopHealthCare (PHC) and Change Healthcare (CHC), HPSM's contracted vendors, to collect medical records.

Action requested: Please anticipate receiving a call and fax from PHC or CHC to schedule the medical record retrieval. The items listed below are the components requested, if applicable, for all dates of service for calendar years 2020 - 2021:

- Demographic/Face Sheet
- History & Physical
- Consult Notes
- Progress Notes
- Vitals & Lab Results
- Operative Reports
- Procedure Reports
- Problem List
- Signature Log

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 of these vendors will contact your office to provide you with a list of records for collection and will work with you to determine the most efficient method for record collection. In-network providers are obligated to abide by Section 164.506(c)(4) of the HIPAA Privacy Rule, which permits medical providers to disclose patient medical information without a signed authorization from the patient. In addition, HPSM's contract stipulates that requested medical records be submitted at no charge.

Record 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.

Thank you for all you do for our community,
Health Plan of San Mateo