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February 8, 2022

Upcoming Clinical and Medical Record Collection

As a managed care plan, having complete data about our members' health is critical to us supporting the health of our community. That's why the Health Plan of San Mateo (HPSM) has partnered with Change Healthcare to collect medical records on our behalf for two different projects. **Change Healthcare will reach out to about 300 providers within our network, as soon as next week (Monday, February 14, 2022).**

The first project is the Healthcare Effectiveness Data and Information Set (HEDIS), an annual healthcare quality report mandated by the Centers for Medicare and Medicaid Services (CMS). The second is an Encounter Data Validation (EDV) study, an annual activity to validate medical record documentation for encounter data submitted for services rendered in 2020 and mandated by California's Department of Health Care Services (DHCS).

A representative from Change Healthcare 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.

Change Healthcare has five options available:

1. Provide Change Healthcare with remote access to your electronic medical record system. This option minimizes office disruption.
2. Provide Change Healthcare with a way to exchange requested medical record data electronically through a secure drop box/email.
3. Fax the requested medical records to Change Healthcare if the chart concentration is less than five charts.
4. Mail paper copies or a CD/flash drive of the requested medical records.
5. 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, 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

2/8/2022