

February 22, 2023

Upcoming Clinical Quality Medical Record Collection

Change Healthcare will again be supporting the Health Plan of San Mateo (HPSM) in collecting medical records for the Healthcare Effectiveness Data and Information Set (HEDIS), an annual healthcare quality report mandated by the Centers for Medicare and Medicaid Services (CMS).

Change Healthcare will contact your office with a list of records for collection and will work with your office 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. 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.

Learn more about HEDIS at CMS' website here: <https://www.cms.gov/Medicare/Health-Plans/SpecialNeedsPlans/SNP-HEDIS>

If you have any questions, please contact Darla May, Quality Review Coordinator, at **650-616-2868** or Change Healthcare Provider Relations at **855-767-2650**.

Thank you for your continued commitment to our community, HPSM Provider Services