

November 1, 2023

Reminder to Respond to Medical Record Requests

Dear providers,

The Health Plan of San Mateo (HPSM) conducts an annual record review to search for ICD-10 diagnoses that may not have been previously reported to the Centers for Medicare and Medicaid Services (CMS). **The 2023 requests for medical records from providers will be collected up until December 31, 2023.**

Because record retrieval can be a burden on providers, we will consolidate requests when possible. In many of those cases, providers grant us access to their electronic health record (EHR) for HPSM members so we can handle the record retrievals individually.

The following details will help you respond to upcoming requests:

- HPSM partners with Change Healthcare, who specialize in the record retrieval process, so you may get a record request from them rather than HPSM.
- Records requested will be from January 1, 2022 to the present.
- Since CMS is requesting these records as part of their risk and quality review, we appreciate your prompt response.
- If your office needs assistance complying with these requests, please email Ingrid Cornejo, Revenue Data Operation Project Specialist, at Ingrid.Cornejo@hpsm.org.

Please direct others questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo