



801 Gateway Boulevard, Suite 100  
South San Francisco, CA 94080

tel 650.616.0050

fax 650.616.0060

tty 800.735.2929 or dial 7-1-1

[www.hpsm.org](http://www.hpsm.org)

January 30, 2024

## Upcoming Medical Record Collection

Dear provider,

California's Department of Health Care Services (DHCS) has mandated that the Health Plan of San Mateo (HPSM) conduct an Encounter Data Validation (EDV) study, an annual activity to validate medical record documentation for encounter data submitted for services rendered in 2023.

A representative from the Revenue Data Operations (RDO) team at HPSM 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.

**The RDO team will reach out to about 100 providers within our network, as soon as next week (Monday, February 5, 2024).**

If you have any questions about these medical record collection requests, please contact Ingrid Cornejo, Project Specialist, at **650-922-5248** or at [Ingrid.Cornejo@hpsm.org](mailto:Ingrid.Cornejo@hpsm.org).

Thank you,  
The Health Plan of San Mateo