

February 13, 2024

Upcoming Clinical Quality Medical Record Collection

The Health Plan of San Mateo (HPSM) is partnering once again with Change Healthcare to collect medical records on our behalf for the Healthcare Effectiveness Data and Information Set (HEDIS), an annual healthcare quality report mandated by the Centers for Medicare and Medicaid Services (CMS).

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. 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 paper medical records or if the total number of records requested is 15 or more.

If you have any questions about these 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