

February 18, 2025

## Upcoming Clinical Quality Medical Record Collection

Dear provider,

The Health Plan of San Mateo (HPSM) is partnering with Optum and Datavant 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 Optum or Datavant 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.

Medical records can be submitted through the following options:

1. **Datavant Provider Portal (Recommended method):** Upload up to 200 medical records to Datavant's secure provider portal: <https://datavant.com/provider/upload>. Your username and password are located on your "Pull List" that contains patient/measure information.
2. **EMR remote retrieval:** Set up secure remote connection from a provider site's EMR directly to Datavant for timely off-site remote retrieval of records with trained associates at Datavant by contacting **1-877-445-9293**.
3. **Onsite retrieval:** Schedule on-site retrieval with a complimentary Datavant Retrieval Specialist or review any aspects of the on-site retrieval services at Datavant by contacting **1-877-445-9293**.
4. **Fax:** Send secure faxes to **1-972-957-2222**.
5. **Mail:** Mark 'Confidential' on the envelope and mail the medical records to: Datavant, 2222 W. Dunlap Ave Phoenix, AZ 85021.

Questions about these medical record collection requests? 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