



An Independent Licensee of the
Blue Cross and Blue Shield Association

January 2019

Important Notice: Medical Record Requests Forthcoming for HEDIS Performance Review

It is time for us to review our plan performance relative to the Healthcare Effectiveness Data and Information Set^{®1} (HEDIS) for care delivered to our members. We, or one of our contracted vendors, *Change Healthcare*, *Ciox*, *Sharecare* or *Inovalon*, will contact providers between **February 1 and May 5, 2019** to schedule medical record collection for this review.

If you are contacted, we appreciate your prompt response. You'll be provided with instructions for the review, including measure-specific requirements, and a list of patients whose medical records are needed. If you use a copy service, please communicate this information to your appropriate vendor(s).

As a reminder, sharing your patients' protected health information (PHI) for quality assurance, quality improvement and accreditation activities is accepted under the HIPAA Privacy Rule (45 CFR 164). Providers may also disclose PHI to health plans for HEDIS data collection without authorization from the patient when both the provider and health plan have a relationship with the patient and the information relates to that relationship. Our relationship with our vendors is compliant with HIPAA Privacy obligations, and we have executed a HIPAA-compliant agreement with our vendors to perform these medical record reviews.

Thank you for working with us for this important medical record review. If you have any questions about scheduling patient medical record collection, please call **Angela Hicks at 800-555-8228, x50818** or **Lori Montenegro at 800-555-8228, x17226**.

¹HEDIS is developed and maintained by the National Committee for Quality Assurance[®] (NCQA).