

Dear Providers and Medical Records Managers,

QualChoice is in the process of compiling data for reporting on the Plan's 2017 clinical outcomes to demonstrate performance against the Healthcare Effectiveness Data and Information Set (HEDIS) standards. HEDIS is a set of standardized performance measures designed to enable consumers to compare performance across plans.

QualChoice is working with Complete Provider Resource, a medical record retrieval company, to collect medical records needed for HEDIS reporting on our behalf. We have entered into a Business Associate Agreement with Complete Provider Resource in accordance with the privacy regulations of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This agreement allows Complete Provider Resource to perform activities involving the use or disclosure of individually identifiable health information on behalf of QualChoice. No separate release from the member is required for you to comply with this request.

Complete Provider Resource personnel will contact your office by fax and telephone to coordinate collecting medical records on our behalf.

Most provider participation contracts do not require QualChoice or Complete Provider Resource to pay for copies of medical records. Please do not remit invoices for copy charges. If you use a vendor to provide copies of medical records, please note they may not be eligible to bill QualChoice or Complete Provider Resource. Refer to your provider contract for specific details, usually outlined in Section 5.2 of your agreement.

An *Authorization for Release of Information* is **not** required from the member. QualChoice is a Business Associate, as defined by HIPAA. We are allowed to gather such information in accordance with the Treatment, Payment and Operations guidelines within the Privacy Rule. We are also required to have the same Policies and Procedures in place to protect our members' PHI as you do your patients'. Please be assured your patients' PHI will be treated with care.

If you have any questions or concerns regarding the HEDIS data collection, please contact your QualChoice Provider Relations Representative at 800.235.7111.

Sincerely,



Mark Johnson
Vice President, Network Services

1603 NS 029_02