



AmeriHealth Caritas™

New Hampshire

To: AmeriHealth Caritas New Hampshire

Date: Providers January 18, 2022

Subject: Medical Record Request for HEDIS®

Summary: We have contracted with CiOX™ and Optum Inc. to assist us in obtaining our providers' medical records for annual Healthcare Effectiveness Data and Information Set (HEDIS®) reporting.

Dear Office Manager/Medical Records:

The annual Healthcare Effectiveness Data and Information Set (HEDIS®) reporting period is just around the corner, and I am writing to request your cooperation with our efforts to collect medical record data for our members whom you have treated.

AmeriHealth Caritas New Hampshire has contracted with CiOX and Optum to assist with the annual medical record review process. CiOX and Optum are required to comply with Health Insurance Portability and Accountability Act (HIPAA) Privacy requirements throughout the retrieval process. Disclosure and use of the medical records, and the collection of medical records for this purpose, is considered to be treatment, payment, or health care operations under HIPAA regulations (45 C.F.R. 164.502(a)(1)(ii)).

We appreciate your cooperation in working with CiOX and Optum to schedule retrieval of any requested member records.

If you have any questions, please reach out to the Corporate Medical Records Review Operations Point of Contact, Melissa Booth, Lead HEDIS Data Reviewer at **1-484-497-1747**.

We greatly appreciate your cooperation and timely assistance with this medical record request.

Sincerely,

Ginny Rouse, RN

Ginny Rouse, R.N.
Director, Quality Management
AmeriHealth Caritas New Hampshire

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