



AmeriHealth Caritas[™]
New Hampshire

To: AmeriHealth Caritas New Hampshire Providers
Date: February 16, 2024
Subject: Healthcare Effectiveness Data and Information Set (HEDIS[®]) annual medical record review

Summary: AmeriHealth Caritas New Hampshire has contracted with Inovalon (operating as ComplexCare Solutions) to assist with the annual medical record review process.

The annual Healthcare Effectiveness Data and Information Set (HEDIS[®]) reporting period is just around the corner, and AmeriHealth Caritas New Hampshire is writing to request your cooperation with our efforts to collect medical record data for our enrollees whom you have treated.

AmeriHealth Caritas New Hampshire has contracted with Inovalon, which is now operating as ComplexCare Solutions, to assist with the annual medical record review process. ComplexCare Solutions is required to comply with Health Insurance Portability and Accountability Act (HIPAA) Privacy requirements throughout the retrieval process and are trained in medical record retrieval for HEDIS, Centers for Medicare & Medicaid Services (CMS), and state quality reporting programs. 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 ComplexCare Solutions to schedule retrieval of any requested enrollee records. Records requested should be provided at no charge to the health plan.

Questions:

If you have any questions, Kerry Glasser RNC Lead HEDIS Data Reviewer at of MRR Operation at kglasser@amerihealthcaritas.com or 215-937-8238. We greatly appreciate your cooperation and timely assistance with this medical record request.