

To: AmeriHealth Caritas Louisiana Providers

Date: January 17, 2020

Subject: HEDIS® Annual Medical Record Data Collection Reminder

Summary: AmeriHealth Caritas Louisiana, along with Reveleer, will begin contacting physician offices and facilities in preparation for the collection of annual Healthcare Effectiveness Data and Information Set (HEDIS®) data.

AmeriHealth Caritas Louisiana has contracted with Reveleer to assist with the annual medical record review process.

Starting **late January 2020**, providers will be contacted by AmeriHealth Caritas Louisiana or Reveleer staff requesting records needed for 2019 HEDIS® activities. As a Healthy Louisiana Managed Care Organization, AmeriHealth Caritas Louisiana is required to obtain data through medical record reviews to comply with state and federal regulations, accreditation requirements, and to help ensure data submissions to Centers for Medicare & Medicaid Services (CMS) are complete and accurate. Providers are required to respond to requests for medical record documentation within the specified timeframe.

In an effort to decrease interruption of the day-to-day functions of your office, we offer numerous options for medical record collection.

- On-site visits
- Secure fax
- Secure email
- AmeriHealth Caritas Louisiana secured media
- Mail

The annual medical record data collection process includes the following:

- An AmeriHealth Caritas Louisiana or Reveleer associate will be contacting your office to confirm key contact information and which option you prefer for data collection.
- If an on-site visit is requested, appointments will be scheduled with your staff.
- Prior to the call, you will receive a letter or fax from AmeriHealth Caritas Louisiana or Reveleer outlining the information that is being requested, including a list of members' and the identified measures that will be reviewed.

Please submit requested medical records within 5 business days of the date of receipt of request.

The Health Information Portability and Accountability Act (HIPAA), permits the release of medical record documentation to AmeriHealth Caritas Louisiana without patient consent or authorization. If you have questions, please contact Melissa Booth, Lead HEDIS Data Reviewer, at (484) 497-1747.

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