



January 6, 2023

RE: HEDIS MY 2022 Medical Record Collection

Dear Provider and Office Staff:

Physicians Health Plan (PHP) is committed to improving the health of individuals, families, and communities. As part of this commitment, PHP participates annually in Health Effectiveness Data and Information Set (HEDIS). HEDIS is a standardized set of performance measurement criteria that relies on medical claims data and medical record review. PHP requires the assistance of our network providers to obtain the required medical record information for the HEDIS measurement year (MY) 2022 review.

This letter serves as notification of the upcoming HEDIS MY 2022 review period. The HEDIS MY 2022 audit process will be conducted from Feb. 2023 through May 2023. **If medical record information is needed for health plan members under your care, your office or facility will be contacted directly by a Medical Record Review nurse to verify that record(s) exists and to make arrangements for obtaining the necessary information in a manner consistent with CDC COVID19 guidelines.** Arrangements for data collection may include on-site chart reviews. During on-site reviews, the reviewer is required to copy any relevant portions of the medical chart(s) as required by our auditing firm. If an on-site review is not optimal, the reviewer will work with your office to identify both an efficient and most secure method for the transfer of requested information. PHP appreciates your assistance and cooperation in meeting requested timelines and providing medical record information.

HIPAA Privacy Regulations

Under HIPAA requirements, HEDIS data collection is a quality assessment and improvement activity and is therefore included in the definition of health care operations and may be provided to PHP without authorization from members.

If you have any questions or concerns about the HEDIS medical record data collection process, please call Shelly Marsh, Quality Audit Manager, at 517.364.8400. PHP appreciates the excellent care you provide to our members, and thanks you in advance for your help during the HEDIS MY 2022 audit process.

Sincerely,

A handwritten signature in black ink, appearing to read "Ken Thompson", is written over a light blue circular background.

Dr Kenneth M Thompson, MD
Interim Medical Director, PHP