



Santa Clara
Family Health Plan
The Spirit of Care

To: Cal MediConnect Providers
From: Eric Tatum, Director, Provider Network Management
Date: July 12, 2018
Subject: SCFHP Medical Records Requests from Verscend Technologies

Dear Provider:

Santa Clara Family Health Plan (SCFHP) has contracted with Verscend Technologies to collect relevant member medical records from participating provider offices. Therefore, you may be receiving a request from Verscend for member medical records.

SCFHP reviews these medical records, as required by the Affordable Care Act, in order to verify that it's reporting complete and accurate diagnosis codes to the Centers for Medicare & Medicaid Services (CMS). In addition, SCFHP also contracts with Verscend to collect medical records for Healthcare Effectiveness Data and Information Set (HEDIS) measures.

As a "business associate" of SCFHP, Verscend is required to maintain the confidentiality of any protected health information (PHI) they receive from you in accordance with HIPAA and other applicable confidentiality and privacy laws.

We appreciate your assistance in this important data collection effort. If you have questions about these requests, please call Verscend at (877) 489-8437, or you may also call Abby Baldovinos, SCFHP Provider Network Associate, at (408) 874-1725.

Thank you for your continued support!