

PROVIDER MEMO

To: Santa Clara Family Health Plan Providers
From: Lucille Baxter, Quality & Health Education Manager
Date: January 6, 2023
Subject: Medical review process for CY2022 HEDIS

Dear Santa Clara Family Health Plan Providers,

Santa Clara Family Health Plan (SCFHP) is requesting your prompt action from February to early May by providing access to sampled member medical records to support 2022 Healthcare Effectiveness Data and Information Set (HEDIS®) Audit. The Audit is required annually by the Centers for Medicare & Medicaid Services (CMS), California Department of Health Care Services (DHCS), and the National Committee for Quality Assurance (NCQA) to collect quality data from any providers who provide health care services to SCFHP members in the previous year or in the past.

SCFHP has contracted with **Datified, Inc.** to retrieve medical records for this process. In the coming weeks, Datified staff will contact your office to request the necessary records and set up the most convenient way to retrieve them.

If you have any questions or concerns, please contact our Manager, Quality & Health Education, Lucille Baxter, at LBaxter@scfhp.com.

We appreciate your cooperation with this project and will work with you to minimize disruptions in patient care activities.

State confidentiality laws [Cal. Civil Code §56.10(c) (4)] and Health Insurance Portability and Accountability Act (HIPAA) regulations allow providers to release medical information to the patient's health plan (or the plan's authorized representative) for the purposes of quality improvement, without the need of a signed medical record release from the patient. All medical records and information submitted to SCFHP will be kept confidential in accordance with federal, state, and HIPAA laws.