



**To:** AmeriHealth Caritas DC Pediatric, OB/GYN, Cardiology, Endocrinology, Optometry, Ophthalmology, and Primary Care Providers

**Date:** January 16, 2026

**Subject:** Request for Medical Records for HEDIS Reporting

Dear Provider,

AmeriHealth Caritas District of Columbia (DC) requests your cooperation with our efforts to collect medical record data for our enrollees for annual Healthcare Effectiveness Data and Information Set (HEDIS®) reporting. The timeline for HEDIS record collection, review, and reporting is short, so we ask for your immediate attention to this request.

AmeriHealth Caritas DC has contracted with PalmQuest to assist us with this year's medical record retrieval.

PalmQuest is a quality management company that utilizes specialists trained in medical record retrieval for HEDIS, the Centers for Medicare & Medicaid Services (CMS), and state quality reporting programs. PalmQuest is required to comply with Health Insurance Portability and Accountability Act (HIPAA) privacy requirements throughout the retrieval process.

This data collection is permitted under Health Insurance Portability and Accountability Act (HIPAA). Covered entities, including health plans and providers, are permitted to use and disclose protected health information to carry out treatment, payment, or health care operations in accordance with the HIPAA Privacy Rule (see 45 C.F.R. §164.502 (a)(1)(ii)).

We appreciate your cooperation in working with PalmQuest to schedule retrieval. Records requested should be provided at no charge to the health plan.

If you have any questions, please reach out to Christine de Melo, Chief Operating Officer, at [Christine@Palmquestinc.com](mailto:Christine@Palmquestinc.com). We greatly appreciate your cooperation and timely assistance with this medical record request.

Sincerely,

A handwritten signature in black ink that reads "Leginia Driscoll". The signature is fluid and cursive, with "Leginia" on the top line and "Driscoll" on the bottom line.

Leginia (Jigi) Driscoll, MSOD, BSN, RN  
Director, Quality Management  
AmeriHealth Caritas District of Columbia (DC)