



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** AmeriHealth Caritas District of Columbia Providers

**Date:** January 14, 2022

**Subject:** HEDIS<sup>®</sup> Medical Record Review Process

Dear Office Manager/Medical Records:

The annual Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) reporting period is just around the corner, and I am writing to request your cooperation with our efforts to collect medical record data for our enrollees whom you have treated.

AmeriHealth Caritas District of Columbia has contracted with CiOX and Optum to assist with the annual medical record review process. CiOX and Optum are required to comply with Health Insurance Portability and Accountability Act (HIPAA) Privacy requirements throughout the retrieval process and are trained in medical record retrieval for HEDIS, Centers for Medicare & Medicaid Services (CMS), and state quality reporting programs. This data collection is permitted under Health Insurance Portability and Accountability Act (HIPAA) legislation. 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 CiOX and Optum to schedule retrieval of any requested enrollee records. We remind you that, under the terms of your provider agreement, records are to be provided at no charge.

If you have any questions please reach out to Jigi Driscoll, Manager of Quality Management at 202-860-6299 or Jennifer Baker, Lead HEDIS Data Reviewer, MRR Ops at 484-498-5105. We greatly appreciate your cooperation and timely assistance with medical record requests.

Sincerely,

Jerome Schorr, MHSA, CPHQ  
Director, Quality Management  
AmeriHealth Caritas District of Columbia