



HEDIS® 2017: Medical Records Request Process

February 10, 2017

Dear Provider:

Allegian Health Plan (s) has contracted with Optum for obtaining medical records needed to support Health Effectiveness Data Information Set (HEDIS®) patient-care criteria reviews. Optum has contracted with ArroHealth as its medical record retrieval partner.

Beginning in February 2017, participating providers will receive letters from Optum on behalf of Allegian Health Plan (s), which will include a medical records request list indicating members' names, dates of service, measures selected for the reviews, and directions for how to submit the requested records-based information.

Please submit the requested information to ArroHealth within five days of receiving the request. This letter will also include information regarding ArroHealth reaching out to your office to schedule an on-site retrieval, if you would like to schedule one. A member release of information is not required. Our contract with you requires you to provide records needed for quality chart audits without cost. Please do not send the request to a copy service that requires payment to provide records.

If you have questions about HEDIS or the medical record retrieval process, please contact Quality Management at 602-824-4665.