

March 6, 2024

Dear Participating Provider:

To support our role in overseeing the quality of care provided to our members, improve the health of our members and meet CMS federal requirements, **we collect HEDIS® (Healthcare Effectiveness Data and Information Set)* data annually**. Provider participation is essential to the success of this process.

BACKGROUND: The majority of HEDIS information comes from claims; however, medical records are also incorporated into our data. The medical records chosen for review are based on statistically valid samples of members who meet criteria for inclusion in the HEDIS measure being reviewed. We rely on our provider partners to assist us in this medical record collection project.

HOW YOU CAN HELP: Alterwood Health has contracted with Ciox to collect and abstract the charts required for HEDIS measure reporting. Ciox **will contact your office to schedule onsite, remote access, or fax/mail medical record collection between the date of this letter and May 3**. We ask your office to accommodate this request for chart retrieval at the earliest mutually agreeable date. When the date for chart retrieval is confirmed, Ciox will fax instructions for the review and a list of members' charts needed, with measure-specific requirements.

PATIENT CONFIDENTIALITY: Alterwood Health and Ciox staff conducting medical record reviews will maintain the confidentiality of all medical information per HIPAA regulations. Alterwood Health members have already signed a medical record release at the time of their enrollment. There is no need to obtain this document from the member prior to sharing the medical record with Ciox.

MEDICAL RECORD SUBMISSION OPTIONS:

- 1.) Ciox Link Provider Portal (*Recommended method*): Upload up to 200 medical records to Ciox's secure provider portal at <https://www.cioxlink.com>. Username and Password credentials will be located on your Pull List that contains patient/measure information.
- 2.) EMR remote retrieval: Set up secure remote connection from a provider site's EMR directly to Ciox for timely off-site remote retrieval of records with trained associates at Ciox by contacting 1-877-445-9293.
- 3.) Onsite retrieval: Schedule on-site retrieval with a complimentary Ciox Retrieval Specialist or review any aspects of the on-site retrieval services at Ciox by contacting 1-877-445-9293
- 4.) Fax: Send secure faxes to 1-972-957-2222
- 5.) Mail: Mark 'Confidential' on the envelope and mail the medical records to:
CIOX Health
2222 W. Dunlap Ave
Phoenix, AZ 85021

ADDITIONAL INFORMATION:

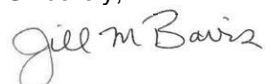
- Please bear in mind that medical records requested for audit purposes should be provided as part of your contractual agreement with Alterwood Health.
- *We do not have any affiliation nor contractual agreement with third-party record retrieval vendors such as Healthport, Ciox, Verisma, MRO, etc., and as such, are not permitted to contact them on your behalf.*

CONTACT US:

- For questions related to the record retrieval process and schedule please contact Ciox **1-877-445-9293**
- If you have any other questions related to HEDIS or the upcoming medical record requests, please email Alterwood Health at healthandquality@alterwoodhealth.com or call us at **1-866-274-3265**.

We appreciate your cooperation in working with Ciox for medical record reviews. Your prompt response will ensure that our HEDIS results accurately represent the high quality of care that you provide to our members.

Sincerely,



Jill Bavis, RN
Chief Health and Quality Officer