

January 2021

Important: We May Ask You for Florida Blue Patient Medical Records

We are in the process of reviewing our performance relative to Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) for care delivered to our members. Florida Blue or one of our contracted associates, **Change Healthcare, Ciox, Sharecare or Inovalon**, may contact your office between **February 1 and May 5, 2021** to schedule patient medical record collection for this review.

When you are contacted, we request you respond promptly. We will provide you with instructions for the review and a list of patients whose medical records are needed, with measure-specific requirements. If you use a copy service, please be sure to communicate this information to your appropriate vendor(s).

As a reminder, sharing your patients' protected health information (PHI) for quality assurance, quality improvement and accreditation activities is permitted under the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule (45 CFR 164). Providers may also disclose PHI to health plans for HEDIS data collection without authorization from the patient when both the provider and health plan have or had a relationship with the patient and the information relates to that relationship. Our association with our contracted affiliates is compliant with HIPAA Privacy obligations, and we have executed HIPAA-compliant business associate agreements with these entities to perform these medical records reviews on our behalf.

We value our relationship with you, and we appreciate the care you provide to our members. If you have questions about scheduling patient medical record collection, please contact **Angela Hicks** at **800-555-8228, ext. 50818** or **Lori Montenegro** at **800-555-8228, ext. 17226**. Thank you for working with us for this important annual medical record review.

¹HEDIS is developed and maintained by the National Committee for Quality Assurance[®] (NCQA).