



<<Date>>

<<Physician Name>>

<<Address>>

<<City>>, <<State>> <<Zip>>

Subject: Upcoming Altegra Health Medical Records Review

Dear Provider:

This letter is to let you know that Altegra Health is contracted to conduct medical record reviews to ensure records accurately and properly reflect the clinical conditions of members. This is not an audit, but it is a review of medical records to validate member clinical conditions that are submitted to HHS (Health and Human Services). Altegra Health will be working on behalf of the following companies for 2014-2015:

- Premera Blue Cross
- Premera Blue Cross Blue Shield of Alaska
- LifeWise Health Plan of Oregon
- LifeWise Health Plan of Washington

Here is what you can expect in the process:

- Using a secured or encrypted delivery method, Altegra Health will send a list of patient names/medical records that will be reviewed. Please **do not** pull the medical charts as soon as you have received the list since there are several methods for chart retrieval.
- There are three possible options for chart retrieval:
  - 1) Altegra Health will call your office to schedule the chart recovery appointment at a convenient time. Once the scheduled date is confirmed, please pull the requested medical charts ahead of the scheduled visit. An Altegra Health Field Reviewer will come to your office to scan the charts. Please designate a well-lit and HIPAA-compliant area where the Altegra Health employee can work and review charts; or
  - 2) Altegra Health may provide a way to exchange electronic medical record data; or
  - 3) Altegra Health may offer the option of faxing the requested medical charts to a secure server if the chart concentration is less than five charts at any given location.

Premera has executed a confidentiality agreement with Altegra Health and their employees on behalf of our physicians and members. Any information shared during chart review activities will be kept in the strictest of confidence, in accordance with all applicable State and Federal laws and HIPAA requirements regarding the confidentiality of the patient. Please note that patient-authorized information releases are not required in order for you to comply with this request for medical records.

*In January 2014, Altegra Health acquired Outcomes Health Information Solutions (OHIS), a medical data retrieval and analytics company. As we fully integrate OHIS into Altegra Health during 2014, documents and staff may reference OHIS.*



If you have any questions about this process, please contact Altegra Health at 855-767-2650.

Sincerely,

Altegra Health