PREMERA BLUE CROSS

Risk Adjustment
P.O. Box 169
Seattle, WA 98111-0327

CHANGE HEALTHCARE

Date

Addressee Name
Addressee Addr1, Addressee Addr2
Addressee Addr3
City, ST XXXXX-XXXX

Dear Provider:

Change Healthcare, contracted by Premera, will reach out to you to retrieve medical records for review. This isn't an audit; instead, it's a review of diagnoses in our members' medical records compared to diagnoses submitted on claims. The review helps meet U.S. Department of Health and Human Services (HHS) data requirements for commercial risk adjustment as required by the Affordable Care Act.

Here's what you can expect from Change Healthcare:

- Change Healthcare will call you to validate patient information and send you a list of patient names/medical records to submit for review through a secured or encrypted delivery method.
    1) During the call, they'll also discuss your preferred method of chart retrieval options: Remote access: Provide Change Healthcare with remote access to your electronic medical record system. For remote access, the requested medical records are queued for a Change Healthcare representative to "remote in" and download only the requested records. This option minimizes office disruption.
    2) Secure drop box: Coordinate with Change Healthcare to set up an electronic way to exchange the requested medical records.
    3) Fax: Fax the requested medical records to a secure server if the chart concentration is less than five charts at any given location.
    4) Hard copy: Mail paper copies of the requested medical records or put PDF copies on a CD or flash drive.
    5) Scheduled appointment: Schedule the chart recovery appointment at a convenient time for you. After Change Healthcare confirms your appointment, please pull the requested medical charts before the scheduled visit. A Change Healthcare Field Reviewer will come to your office to scan the charts. We ask that you designate a well-lit and HIPAA-compliant area where the Change Healthcare employee can scan the charts.

Premera Blue Cross is an Independent Licensee of the Blue Cross Blue Shield Association

Premera has a business associate agreement with Change Healthcare and a confidentiality agreement with their employees on behalf of our providers and members. Any information shared during medical record review activities is confidential, in accordance with all applicable state and federal laws, and Health Insurance Portability and Accountability Act (HIPAA) requirements regarding patient confidentiality. Patient-authorized information releases aren't required for you to comply with this medical records request.

Premera shares a desire with our contracted providers to ensure patient accessibility and affordability of healthcare, and to work with them to meet the healthcare needs of our members. If you have any questions about this process, contact Premera Physician and Provider Relations at Provider.RelationsWest@Premera.com.

Sincerely,

Jennifer Sanders

VP, Provider Network Management and Solutions