

Date

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

Dear [Name]:

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.

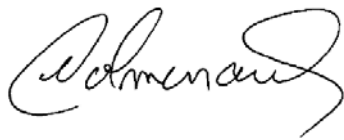
Here's what you can expect from Change Healthcare:

- 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.
- During the call, they'll also discuss your preferred method of chart retrieval. Change Healthcare has 4 retrieval options:
  - 1) **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.

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](mailto:Provider.RelationsWest@Premera.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Colmenares", written in a cursive style.

Phil Colmenares, MD MPH  
Senior Vice President and Chief Medical Officer

\*Change Healthcare (formerly known as Altegra Health) is an independent company offering medical record review services on behalf of Premera Blue Cross Blue Shield of Alaska.