



Suite 1300
4000 Town Center
Southfield, MI 48075

mibluecrosscomplete.com

Dear Office Manager,

The annual Healthcare Effectiveness Data and Information Set® reporting period is just around the corner, and I'm writing to request your cooperation with our efforts to collect medical record data for our members whom you have treated.

Blue Cross Complete of Michigan has contracted Reveleer to assist us with the medical record retrieval for the annual medical record review process. Reveleer is required to comply with Health Insurance Portability and Accountability Act Privacy requirements throughout the retrieval process and is trained in medical record retrieval for HEDIS, Centers for Medicare & Medicaid Services and state quality reporting programs. Disclosure and use of the medical records, and the collection of medical records for this purpose, are considered to be treatment, payment or health care operations under HIPAA regulations (45 C.F.R.164.502(a)(1)(ii)).

We appreciate your cooperation in working with Reveleer to schedule retrieval of any requested member records.

A representative from Reveleer will contact your office soon to schedule the record retrieval. If you have any questions that Reveleer can't address, contact Jennifer Baker, Lead HEDIS Data Reviewer, at jbaker@amerihealthcaritas.com. We appreciate your cooperation and timely assistance with this medical record request.

Sincerely,

A handwritten signature in cursive script that reads "Joel Humphries".

Joel Humphries
Director, Quality Management
Blue Cross Complete of Michigan

*Reveleer, a separate company, provides medical record retrieval services for Blue Cross Complete