

[Date]

Dear Provider:

The Centers for Medicare Services (CMS) and the Department of Health and Human Services (HHS) requires health plans under the Affordable Care Act (ACA) to submit detailed documentation pertaining to each ACA Individual and Small Group patient. The specific diagnoses of each plan member must be documented in accordance with ICD-9-CM and ICD-10-CM standards and supported by valid documentation within the patient's medical chart. HHS also adheres to the standard requiring valid documentation support via medial chart reviews.

As a result, we're working together with providers to make sure we have appropriate and necessary documentation for members to clarify specific medical conditions. As part of this, we're reviewing charts to ensure our records properly reflect the clinical condition of our Individual and Small Group members.

We're pleased to be working with Inovalon, Inc. to conduct the review of patient charts on our behalf. It's important for you to know that Inovalon serves Priority Health in a role that is defined and covered by the Health Insurance Portability and Accountability Act (HIPAA). As defined by HIPAA, Inovalon's role is as a "Business Associate" of "Covered Entities." As such, Inovalon is ethically and legally bound to protect, preserve and maintain the confidentiality of any Protected Health Information (PHI) it receives from clinical records provided by medical practice locations. Rest assured that Inovalon is authorized and will treat your patients' PHI with the highest level of protection and confidentiality.

In advance of HHS data submission deadlines, we're conducting medical chart reviews during the coming weeks. A representative from Inovalon will contact your office to arrange for electronic or fax submission of records, or an in-person chart review.

In accordance with your provider contract, Record Keeping section, "The Group or Physician will make available to Priority Health and CMS, or their designees, all records, including without limitation, medical records, required data, reports of service plan reports or complaints, grievances, quality and utilization data for fiscal audit, medical audit, medical review, quality, utilization and risk management, and other periodic monitoring upon request of authorized representatives of Priority Health and authorized federal and State regulating agencies."

Also under your provider contract, we'll provide payment equal to \$.25 per copied page. If you incur expenses from a copy vendor, we'll only pay the agreed upon charges outlined in your provider agreement. Additional charges will be invoiced directly to your office.

If you have questions about any portion of this process, please contact me at 248.324.2757 or email, marilena.marrelli@priorityhealth.com. For *scheduling* questions, please contact Inovalon at 844.682.9764. We appreciate your assistance and thank you for partnering with us to improve the health of individuals, families, and our communities.

Sincerely,

Marilena Marrelli



Manager, ACA and Medicaid Risk Adjustment