



Update - Medical Record Review Projects (Vendor Updates)

HAP partners with vendors to conduct medical record reviews. They contact offices directly and provide the review details, including due dates and submission requirements.

The table below outlines our current and upcoming medical record review projects. All reviews are conducted by our vendor, **Optum/Episource, LLC** unless otherwise noted. Provider offices could be contacted more than once due to different **regulatory** projects, dates of service, and membership.

Medical Record Review Project	Description	Timeframe	HAP Members	Dates of Service
Medicare Risk Adjustment	Review of diagnoses in HAP member medical records for information not submitted on claims	July 1, 2024- Jan 31, 2025	Medicare Advantage	2023
Commercial Risk Adjustment Data Validation (RADV) Audit Vendor-Cognisight	CMS Audit to validate the accuracy of diagnoses submitted on a claim and included in a member's risk score calculation	Jun 1, 2024 - Dec 31, 2024	Commercial	2023
Commercial Risk Adjustment	Review of diagnoses in HAP member medical records for information not submitted on claims	Nov 1, 2023 - Mar 31, 2024	Commercial	2023
Commercial Risk Adjustment	Review of diagnoses in HAP member medical records for information not submitted on claims	Nov 1, 2024 - Mar 31, 2025	Commercial	2024
HEDIS/NCQA*	Review of HEDIS quality care measures of HAP member medical records for information not submitted on claims	Feb 9, 2024- May 3, 2024	All	2023

*Healthcare Effectiveness Data and Information Set/National Committee for Quality Assurance

HAP appreciates your continued partnership and commitment to patient care. If you have any questions, please reach out to your Provider Services representative.

Medical Record Reviews

Frequently Asked Questions

1. Where do providers send medical record requests received from Change Healthcare?

All medical record requests received from Change Healthcare should be sent to Optum/Episource, LLC. Contact Episource Representative to schedule preferred retrieval method at 1-855-874-1852 or 1-855-216-9420.

2. How many medical review projects do you have?

We currently have four projects this year, from 2023 through 2024.

3. Who conducts the reviews?

HAP partners with the vendors below.

Vendor	Medical Record Review Project
Optum/Episource	<ul style="list-style-type: none">• Commercial Risk Adjustment• Medicare Risk Adjustment
Cognisight	<ul style="list-style-type: none">• Commercial Risk Adjustment Data Validation (RADV) Audit
Cotiviti	<ul style="list-style-type: none">• HEDIS/NCQA

4. How do we know if we are part of the medical record review?

Vendors will contact provider offices by letter. It will include:

- List of members required for review
- Due date
- Submission requirements

If you are not contacted, there is nothing you need to do.

5. Do we have to comply with these reviews?

Yes. Per your HAP contract and HAP policy, failure to respond to these requests is subject to potential recovery of paid claims. We appreciate your cooperation. We will work with you to minimize disruptions in patient care activities.