



**The Healthcare Effectiveness Data and Information Set (HEDIS®) medical record data abstraction process is fast approaching. Dell Children's Health Plan would like to request your assistance this year in completing this process in the most efficient manner.**

Dell Children's Health Plan (DCHP) is pleased to announce that it has contracted with Complex Care Solutions (CCS), formerly Inovalon, Inc., to perform HEDIS® medical record data abstraction on its behalf. It is important for you to know that CCS serves DCHP in a role that is defined and covered by the Health Insurance Portability and Accountability Act (HIPAA). As defined by HIPAA, CCS' role is as a "Business Associate" of "Covered Entities," and as such, CCS is ethically and legally bound to protect, preserve and maintain the confidentiality of any Protected Health Information (PHI) it gleans from clinical records provided by medical practice locations pursuant to its contractual obligations to DCHP. In this setting, you may be assured that CCS will treat your patients' PHI with the appropriate level of protection and confidentiality.

The HEDIS® medical record data abstraction process will begin in early February 2024 and proceed through early May 2024. Prior to conducting an on-site review, CCS will contact your office to schedule a visit and subsequently distribute information about the scheduled visit to you to explain its data collection process. CCS may also request that copies of chart components be sent via mail or fax for off-site review. CCS is committed to the protection of all patient information and reminds providers to be diligent in following the specific CCS chart-copying instructions such that accurate measure- level patient information is provided while maintaining a minimum necessary patient information release approach.

Regarding third-party vendors (off-site record management), please be aware that CCS does not have a contract with these vendors. The contract is between you and your vendor. Please make sure that you reach out to your off-site record management vendor and ask them to forward all requests for records to CCS for the purpose of this audit. Please keep in mind that these vendors often require extra time to retrieve and return the member records. Due to the timeline set forth by NCQA, a quick turnaround is needed in order to review and prepare the records for audit.

Your cooperation in extending CCS your professional courtesy and prompt attention is very much appreciated. If you have questions or concerns about any portion of this process, please contact Kristine Norris RN, MHA, Director of Quality Management at [Kristine.Norris@ascension.org](mailto:Kristine.Norris@ascension.org) or 314-605-3234. We appreciate your assistance in this effort and thank you for partnering with us to improve the health of individuals, families and communities.

Sincerely,

A handwritten signature in blue ink that reads "Adolfo M. Valadez MD, MPH".

Adolfo M. Valadez MD, MPH  
Chief Medical Officer and VP Ascension Insurance

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