



January 25, 2021

Dear Provider Partner and Staff:

The annual Healthcare Effectiveness Data and Information Set® (HEDIS) medical record data retrieval season is here.

As a reminder, Alameda Alliance for Health (Alliance) staff may contact your office each year to verify the HEDIS® contact information, arrange a time to collect medical records, or to request that medical records be faxed or mailed. We recognize that this request can be burdensome, but this information is critical to accurately reflect the high quality of care that you provide. We also understand these are challenging times and will do everything we can to help make the process as smooth as possible.

HEDIS® data collection and reporting is required by the California Department of Health Care Services (DHCS). All Alliance contracted providers must provide the Alliance access to member medical records and health information to complete the annual HEDIS® review. The Health Insurance Portability and Accountability Act (HIPAA) authorizes the Alliance to collect this information without patient-authorized information release forms.

We appreciate your assistance with this process. We are working to provide you with your member patient list and give you as much advance notice as possible. Please help us by returning all requested medical records **within 5-10 business days** of the request date. If you have any questions, or if you identify a member on the list who was never seen in your practice or facility, please email us at HEDIS@alamedaalliance.org or fax us at **1.510.373.5998**.

As always, we thank you for the excellent care you provide to our members and being a part of our network. We value your partnership and support in achieving a shared mission.

Sincerely,

A handwritten signature in black ink that reads "Steve O'Brien MD".

Steve O'Brien, M.D.
Chief Medical Officer
Alameda Alliance for Health