



January 30, 2024

Dear Office Manager/Medical Records:

The annual Healthcare Effectiveness Data and Information Set (HEDIS®) reporting period is just around the corner, and I am writing to request your cooperation with our efforts to collect medical record data for our Members/Participants whom you have treated.

Keystone First, Keystone First Community HealthChoices and Keystone First VIP Choice has contracted with PalmQuest and Inovalon (which is now operating as ComplexCare Solutions) to assist with the annual medical record review process. PalmQuest and ComplexCare Solutions are required to comply with Health Insurance Portability and Accountability Act (HIPAA) Privacy requirements throughout the retrieval process and are trained in medical record retrieval for HEDIS, Centers for Medicare & Medicaid Services (CMS), and state quality reporting programs. Disclosure and use of the medical records, and the collection of medical records for this purpose, is 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 PalmQuest or ComplexCare Solutions to schedule retrieval of any requested Members/Participants records. We remind you that records requested should be provided at no charge to the health plan.

If you have any questions, please reach out to our Corporate MRR Ops Lead HEDIS Data Reviewer Mandy Schlaack at 248-663-7430. We greatly appreciate your cooperation and timely assistance with this medical record request.

Sincerely,

Helen L. Veet, DNP, RN  
Director, Quality Management  
Keystone First

Marci Kramer  
Director, Quality Management LTSS  
Keystone First Community HealthChoices

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