

January 24, 2025

Dear Office Manager/Medical Records:

AmeriHealth Caritas Louisiana requests your cooperation with our efforts to collect medical record data for our Enrollee for annual Healthcare Effectiveness Data and Information Set (HEDIS®) reporting. The timeline for HEDIS record collection, review, and reporting is short, so we ask for your immediate attention to this request.

AmeriHealth Caritas Louisiana has contracted with DavisJones Consulting Group to assist us with this year's medical record retrieval.

DavisJones Consulting Group is a quality management company utilizing specialists trained in medical record retrieval for HEDIS, Centers for Medicare & Medicaid Services (CMS), and state quality reporting programs. DavisJones Consulting Group is required to comply with Health Insurance Portability and Accountability Act (HIPAA) privacy requirements throughout the retrieval process.

Disclosure and use of medical records for this purpose is considered to be treatment, payment, or health care operations and is therefore permissible under HIPAA regulations (45 C.F.R. 164.502(a)(1)(ii)).

We appreciate your cooperation in working with DavisJones Consulting Group in scheduling retrieval. Records requested should be provided at no charge to the health plan unless otherwise specified under the terms of your provider agreement.

AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay.

You can have this information in other languages and formats at no charge to you. You can also have this interpreted over the phone in any language. Call Member Services 24 hours a day, seven days a week, at **1-888-756-0004 (TTY 1-866-428-7588)**.

Usted puede tener esta información en otros idiomas y formatos sin costo alguno para usted. También puede recibir la interpretación por teléfono en cualquier idioma. Llame a Servicios al Miembro al **1-888-756-0004 (TTY 1-866-428-7588)** las 24 horas del día, los siete días de la semana.

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng khác miễn phí. Quý vị cũng có thể yêu cầu thông dịch thông tin này ra bất kỳ ngôn ngữ nào qua điện thoại. Xin gọi ban Dịch vụ Hội viên phục vụ 24 giờ/ngày, 7 ngày/tuần, theo số **1-888-756-0004 (TTY 1-866-428-7588)**.



If you have any questions that DavisJones Consulting Group cannot address, please reach out to DavisJones Consulting Group. We greatly appreciate your cooperation and timely assistance with this medical record request.

Sincerely,

Rhonda Baird, RN

Rhonda Baird, RN
Director, Quality Management
AmeriHealth Caritas Louisiana