



PROVIDER UPDATE

Annual Quality Reporting for Member Medical Record Data

Highmark Health Options requests your cooperation with our efforts to collect member medical record data for the annual reporting on the quality of health care for adults enrolled in Medicaid. This performance assessment is for the Delaware State Quality Measures reporting and must meet CMS Core Set Measures standards for data quality.

The timeline for Core Set Measures record collection, review, and reporting is short. Your immediate attention is required.

Highmark Health Options is working with PalmQuest Inc. for this year's medical record retrieval. PalmQuest uses specialists trained in medical record retrieval for HEDIS, CMS, and state quality reporting programs.

PalmQuest is required to comply with HIPAA requirements throughout the retrieval process. This data collection is permitted under HIPAA legislation. Covered entities, including Highmark Health Options and providers, are permitted to use and disclose protected health information to carry out treatment, payment, or health care operations in accordance with the HIPAA Privacy Rule (see 45 C.F.R. §164.502 (a)(1)(ii)).

Contact PalmQuest at 646-201-8091 with any questions or concerns about the data retrieval process. If you have any additional concerns that PalmQuest cannot address, call Carrie Nocentino, Manager of Clinical Performance Measurement at Highmark Health Options, at 302-502-4166.

Thank you for your cooperation and prompt support with this medical record request.