

Commitment to Communication

From your Provider Relations team.



2 Executive Park Drive • Bedford, NH 03110

Medical Record Request Schedule

As part of the contract your organization signed with NH Healthy Families, Ambetter from NH Healthy Families, and/or Wellcare Medicare, your organization agreed to provide medical records for Quality Improvement opportunities and Audit needs. We recognize that this can create additional burden on staff at your offices. In order to help prepare for some of those requests, we thought it might be helpful to share an estimated time table for these projects.

NH Healthy Families may engage a vendor to assist with some of the medical record projects, so you may receive requests on our behalf from Change Healthcare, Optum or CIOX.

Medical Record Request Project Calendar

Risk Adjustment Data Validation (RADV) - Ambetter	
Starts:	July
Ends:	December
Vendors involved:	Optum CIOX
**Risk Adjustment Chart Retrieval - Ambetter	
Starts:	September
Ends:	April
Vendors involved:	Change Healthcare CIOX
**HEDIS Medical Record Retrieval – Ambetter, Medicare, Medicaid	
Starts:	Late February
Ends:	First week of May
Vendors involved:	Change Healthcare CIOX
Risk Adjustment Chart Retrieval - Medicare	
Starts:	July
Ends:	December (extended for 2020 through June 2022)
Vendors involved:	Change Healthcare CIOX
Risk Adjustment Data Validation (RADV) - Medicare	
Starts:	September
Ends:	April
Vendors involved:	Change Healthcare CIOX

DHHS Custom CMS Project	
Starts:	July
Ends:	August
Vendors involved:	CIOX

**** Indicates largest projects of the year.**

If you have any questions or concerns about any of the projects, please contact Jane Gilon, RN, Senior Manager Quality Improvement, NH Healthy Families at 603-263-7157.

Thank you for your ongoing support in improving the health of our members.

Sincerely,

NH Healthy Families
Ambetter from NH Healthy Families