

PROVIDER Bulletin



November 29, 2017

This Provider Bulletin applies to the lines of business and provider types checked below:

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| <input checked="" type="checkbox"/> PHP (Medicare) | <input checked="" type="checkbox"/> Primary Care Physicians | <input checked="" type="checkbox"/> Specialists |
| <input type="checkbox"/> PHC (Medicaid) | <input type="checkbox"/> Ancillary | <input type="checkbox"/> Hospitals |

REMINDER! REMINDER! REMINDER!

Medical Records Retrieval for 2017

We would like to inform you in the next few weeks, some PHP participating providers will be contacted by **Advantmed** on behalf of PHP (Medicare HMO SNP) for record retrieval in Florida for HEDIS and Risk Adjustment purposes.

PHP has contracted with **Advantmed**. This HIPAA compliant agreement allows **Advantmed** to retrieve records on behalf of PHP. Keep in mind, your practice will not need a separate release of information from the member for you to comply with this request.

If you are contacted via fax or phone by **Advantmed**, you will be getting a list which will include members' names with patient's identifier, date of service, and directions for how to submit the requested records-based information. We are encouraging you to respond as quickly as possible when you receive this request.

Risk Adjustment - If you have questions about the medical record retrieval process, please contact Jean P. Delva, Risk Adjustment Manager at 954-459-5977 or by email at jean.delva@phcplans.org

Quality Improvement (HEDIS) - If you have questions about the medical record retrieval process, please contact Tiffany Smith, Manager, Quality Improvement at 954-405-4297 or by email tiffany.smith@phcplans.org

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to remon.walker@phcplans.org