

TODAY'S MESSAGE

HIGHMARK RETROSPECTIVE CHART RETRIEVAL PROGRAM TO LAUNCH

MEDICARE ADVANTAGE CHART REQUESTS LAUNCHED IN APRIL

Outreach for the 2016 Medicare Advantage Retrospective Chart Retrieval Program launched in April. Three medical record retrieval vendors will perform the outreach:

- CIOX Health (formerly known as ECS and Healthport)
- Verscend (formerly known as Verisk Health)
- ArroHealth (formerly known as MedSave)

These vendors will request Medicare Advantage charts with dates of service in calendar year 2016 (Jan. 1, 2016 – Dec. 31, 2016) and year-to-date 2017.

The vendors will begin contacting you beginning in April via telephone to verify members, and then provide lists via fax or mail to request identified member charts.

As a reminder, Highmark requires that requested medical records be supplied per provider contracts. Network providers are required to submit these records without charge.

Every effort will be made to make the process as simple as possible and minimize inconvenience for you and your staff. Look for a list of helpful Frequently Asked Questions (FAQs) as the program launch nears..