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MCG message

To: All Blue Cross Complete providers

Date: Jan. 13, 2025

Subject: HEDIS Advance Notice

The annual Healthcare Effectiveness Data and Information Set® reporting period is just around the corner, and we are requesting your cooperation with our efforts to collect medical record data for our members whom you have treated.

Blue Cross Complete of Michigan has contracted Reveleer to assist us with the medical record retrieval for the annual medical record review process. Reveleer is required to comply with Health Insurance Portability and Accountability Act Privacy requirements throughout the retrieval process and is trained in medical record retrieval for HEDIS, Centers for Medicare & Medicaid Services and state quality reporting programs. Disclosure and use of the medical records, and the collection of medical records for this purpose, are considered to be treatment, payment or health care operations under HIPAA regulations (45 C.F.R.164.502(a)(1)(ii)).

We appreciate your cooperation in working with Reveleer to schedule retrieval of any requested member records. Records requested should be provided at no charge to Blue Cross Complete. We remind you that under the terms of your provider agreement, records are to be provided at no charge.

A representative from Reveleer will contact your office soon to schedule the record retrieval. If you have any questions that Reveleer can't address, call Jennifer Baker, Lead HEDIS Data Reviewer, at jbaker@amerihealthcaritas.com. We appreciate your cooperation and timely assistance with this medical record request.

If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

**Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*