



Re: Introducing ClarisHealth

Dear Provider:

MetroPlusHealth has recently partnered with **ClarisHealth** to periodically conduct reviews on adjudicated claims to ensure compliance with industry standards. We wanted to let you know, **ClarisHealth** may make Medical Records Requests (MRRs) on behalf of MetroPlusHealth. **These requests are not designed to monitor your practice or your practice’s billing or coding patterns.**

ClarisHealth requires each note to be fully legible, signed with credentials and dated. Therefore, we will review the records you supply to make sure they meet these requirements. A signed attestation from the provider may be requested if these requirements are not met.

- ✓ All encounter documentation for face-to-face services between the patient and the provider
- ✓ Correspondence from all consulting providers
- ✓ Emergency visit notes
- ✓ Inpatient hospital notes (ONLY INCLUDE: admission history and physicals, progress notes, consult notes, operative reports and discharge summaries)
- ✓ Pathology reports
- ✓ Medication lists
- ✓ Signature logs

What You Need to Know About Chart Fees

As these requests will be made on behalf of MetroPlusHealth, it is your obligation to provide medical records or obtain records from your vendor and submit the requested medical records **with no charge** to **ClarisHealth**. **Please do NOT mail, fax, or email any invoice/pre-payment invoice requests.** Thank you for your cooperation.

Please comply with any forthcoming MRRs from ClarisHealth per the above guidelines.

Thank you in advance for your prompt response. If you have any questions and/or prefer to provide access to medical records via EMR or secure file transfer, please contact ClarisHealth at 615.600.0262,

Sincerely,

Provider Network Operations

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What You Need to Know About HIPAA/Privacy

MetroPlusHealth is contractually bound to preserve the confidentiality of health plan members’ protected health information (PHI) obtained from medical records, in accordance with the Health Insurance Portability and Accountability Act (HIPAA) regulations. Please note that patient-authorized information releases are not required in order for you to comply with this request for medical records.