



<<Date>>

<<CONTACT>>

<<ADDRESS 1>>

<<CITY>>, <<STATE>> <<ZIP>>

RE: HEDIS® 2012 Data Collection for UnitedHealthcare and Affiliated Commercial, Medicare and Medicaid Plans (See Enclosed Frequently Asked Questions for Additional Membership and Plan Information)

Dear Physicians and Health Care Professionals:

UnitedHealthcare has contracted with several vendors (KDJ Consultants, MedAssurant, Inc., Outcomes Health Information Solutions and Q Mark, Inc.) to facilitate medical record review.

Beginning in February 2012, one of these vendors will contact you to either arrange a convenient medical record collection time in your office, or let you know if the records can be faxed or mailed. Because we understand and appreciate that your time is primarily dedicated to your patients, we have contracted with these vendors to work with your office in a respectful, non-disruptive and efficient manner. Please also know, these vendors are subject to confidentiality obligations and the Health Insurance Portability and Accountability Act (HIPAA) * business associate requirements.

As a National Committee for Quality Assurance (NCQA) accredited health plan, UnitedHealthcare is required to collect HEDIS information on an annual basis. As you are aware, our network participants are contractually required to provide medical record information in order for us to be compliant with the Centers for Medicare & Medicaid Services (CMS), state and federal regulatory and accreditation obligations. We appreciate your understanding this and helping us to satisfy these requirements.

In addition, internal UnitedHealthcare staff may contact you directly for certain medical record information to be faxed or mailed.

To allow for adequate time to prepare the necessary information, we will provide you with a patient list in the next few weeks. If any of the patients listed are not currently in your practice, you will have the opportunity to update the vendor's information.

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We know the most important thing you'll do today is care for your patients. We understand initiatives like this are sometimes burdensome, and we appreciate the time and attention you and your office are taking to fulfill these annual NCQA requirements.

Should you have any questions or concerns, we can be reached at 877-211-6545 or uhc_hedis_help@uhc.com.

Sincerely,

A handwritten signature in blue ink that reads "Rhonda Meadows".

Rhonda Meadows, MD
Executive Vice President
UnitedHealthcare
Quality Management & Performance

**Under HIPAA, health care operations include disclosure of PHI for accreditation (e.g., HEDIS reporting) and certification activities. These disclosures may be made to a business associate, acting on behalf of the covered entity. The American Recovery and Reinvestment Act of 2009 (ARRA) also permits release of records. Our vendors have executed HIPAA-compliant business associate agreements to perform the medical records reviews.*

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