

SANTÉ PHYSICIANS

Subject: Calendar Year 2021 Health and Human Services Risk Adjustment Data Validation Program

Dear Colleague:

Various health plan partners of Santé Physicians IPA, for example, Blue Shield of California (Blue Shield) and United Healthcare, have started their annual U.S. Department of Health and Human Services' (HHS) Risk Adjustment Data Validation (RADV) audit, with the Centers for Medicare & Medicaid Services (CMS).

As a part of this RADV, *health plans must retrieve medical records* for dates of service during calendar year 2021 for review. The purpose of the medical records review is to validate the accuracy of the diagnosis information the health plans submitted to CMS through our claims. CMS uses this information to determine our RAF scores and subsequently the Medicare Advantage payments the plan and the provider receives.

The plans typically contract with various vendors, such as Episource LLC or Optuminsights, to retrieve the documentation required by CMS. These vendors are bound by applicable federal and state privacy and confidentiality requirements.

Each provider is required by our joint provider agreement to cooperate fully with the health plans' request for medical records. Make sure your staff understands that you permit the health plan or their designated business associate vendors to acquire copies of records upon request at no charge.

We value the services you provide for our members and look forward to working with you during this important CMS audit. Please look for the medical records request in the next few weeks.

Contact Kelly Lilles, Director of Physician Services, for any assistance or any additional questions.

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As always, your engagement with this audit is greatly appreciated.

Michael Synn, MD
Chief Medical Officer