

<<Date>>

<<Physician Name>>

<<Address>>

<<City>>, <<State>> <<Zip>>

Subject: Upcoming Altegra Health* Medical Records Review

Dear Provider:

LifeWise Health Plan of Washington shares a desire with our contracted providers to ensure patient accessibility and affordability of healthcare, and to partner with them to meet the healthcare needs of our members.

Part of this effort is to ensure medical records document all the medical conditions of our members, and the diagnoses coded on submitted claims is complete and consistent with the medical record. LifeWise has a contract with Altegra Health to conduct medical record reviews on our behalf. This is not an audit, but it is a review of diagnoses in the medical records compared to submitted claims, in order to help support HHS (Health and Human Services) data requirements for Commercial Risk Adjustment required by the Affordable Care Act.

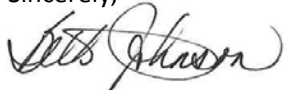
Here is what you can expect from Altegra Health in this process:

- Using a secured or encrypted delivery method, Altegra Health will send a list of patient names/medical records needed for the review.
- After you receive this list, Altegra Health will call your office to schedule your preferred method of chart retrieval. There are four options available:
 - 1) Altegra Health may schedule the chart recovery appointment at a convenient time for you. Once the scheduled date is confirmed, please pull the requested medical charts ahead of the scheduled visit. An Altegra Health Field Reviewer will come to your office to scan the charts. Please designate a well-lit and HIPAA-compliant area where the Altegra Health employee can work and review charts; or
 - 2) Altegra Health may provide a way to exchange electronic medical record data; or
 - 3) Altegra Health may offer the option of faxing the requested medical charts to a secure server if the chart concentration is less than five charts at any given location; or
 - 4) Altegra Health may ask if remote access to your EMR system is a retrieval option you will consider. For remote access, the medical charts are queued for an Altegra Health representative to remote in and download only the records being requested. This option minimizes disruption to your office.

LifeWise has a confidentiality agreement with Altegra Health and their employees on behalf of our clinicians and members. Any information shared during chart review activities is confidential, in accordance with all applicable State and Federal laws and HIPAA requirements regarding the confidentiality of the patient. Please note that patient-authorized information releases are not required in order for you to comply with this request for medical records.

If you have any questions about this process, please contact LifeWise Physician and Provider Relations at 877-342-5258, option 4.

Sincerely,



Beth Johnson
VP, Health Care Delivery Systems

*Altegra Health is an independent company offering medical record review services on behalf of LifeWise Health Plan of Washington.