



Prepare for Upcoming Medical Records Request

Your practice may receive a request from Altegra Health (Altegra) on behalf of Medical Mutual to notify you of a request for medical records. Medical Mutual has contracted with Altegra to obtain medical records for our Affordable Care Act (ACA) and Medicare Advantage (MA) members for Risk Adjustment purposes.

Using a secured or encrypted delivery method, Altegra will send a list of patient names/medical records that are requested. There are several options for chart retrieval that will be detailed in the letter accompanying the patient list.

Network providers are contractually required to provide medical records expeditiously and at no cost.

Our agreement with Altegra stipulates explicit criteria for working with your office in a respectful, non-disruptive and efficient manner. The agreement also ensures that any information shared by you during chart retrieval activities remains confidential in accordance with all applicable state and federal laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As you are aware, HIPAA regulations permit a covered entity, such as a physician practice, to disclose protected health information (PHI) to another covered entity, such as a health plan, without obtaining an enrollee's authorization or consent, for the purpose of facilitating healthcare operations.

We appreciate your assistance and thank you for partnering with us to improve the health of individuals, families and our communities. If you have any questions or concerns, please contact your Provider Contracting Representative.