

# Year-Round Medical Record Retrieval Process

## Practice Retrieval:

- Review monthly gap-in-care report for noncompliant members
- The office will fax the following information:
  - Member Demographic Page
  - Copy of Alliance Insurance Card (If available)
  - All office visit/progress notes (from birth to 12/31/2023)
- Fax information to: **510-373-5998**

## Remote EMR Retrieval:

- Review monthly gap-in-care report for noncompliant members
- Identify retrieval date(s)
- Alliance completes Remote Access Forms for at least 2 users (if applicable)
- The retrieval team will capture the following information:
  - Member Demographic Page
  - Copy of Alliance Insurance Card (if available)
  - All office visit/progress notes (from birth to 12/31/2023)
- The information collected will be reviewed and processed by the Alliance
- If you have any questions, please email: [hedis@alamedaalliance.org](mailto:hedis@alamedaalliance.org)