



Medical Record Requests

It's that time of year to start requesting medical records for our annual Risk Adjustment and HEDIS® projects.

True Health New Mexico has partnered with Change Healthcare to conduct medical record chart reviews for both True Health New Mexico and New Mexico Health Connections. True Health New Mexico has a business associate agreement with Change Healthcare and a confidentiality agreement with their employees on behalf of our providers and members.

Here's what you can expect from Change Healthcare:

- Change Healthcare will contact you and will send you a list of medical records needed for review.
- Change Healthcare has several options available for chart retrieval:
 - 1) Remote access into electronic medical record system.
 - 2) Secure drop box; please contact Change Healthcare for details.
 - 3) Fax 1-866-667-557 for charts at any given location.
 - 4) Hard copy, CD, or flash drive: P.O. Box 14415, Lexington KY, 40512-4415. You can mail paper copies of the requested medical records or put PDF copies on a CD or flash drive.
 - 5) Scheduled appointment: You can schedule the chart recovery appointment at a convenient time for you.

If you have any questions, please contact Change Healthcare at **1-855-767-2650**, Monday to Friday, 8am-5pm.

Thank you in advance for your support in a successful Risk Adjustment and HEDIS project season.