



Clinic Manager
Clinic Name
Address
City, State Zip

Dear Clinic Manager/Health Information Manager:

From March through May 2011, UCare will be conducting the annual Healthcare Effectiveness Data and Information Set (HEDIS®) medical record abstraction process, which includes Advanced Directive and Medical Records Standards review. Clinics contracted with UCare play an important role in this process and we appreciate the high quality care that you provide to our members.

To decrease the administrative burden on providers, UCare has contracted with QMark, Inc. to perform medical record abstraction on our behalf. Please be assured that QMark, Inc. adheres to the Health Insurance Portability and Accountability Act and will treat patients' personal health information with the highest level of protection and confidentiality. QMark, Inc. has begun contacting clinics to schedule on-site visits, so please reserve a spot for their abstractors this spring. Questions about scheduling on-site visits or other parts of the medical record review process can be answered by contacting QMark, Inc. directly:

Jermaine Miller

Project Manager, QMark, Inc.
Phone: (303) 800-1188 x1310
Email: jermaine.miller@qmarkinc.com

Karen Pruett

Abstraction Services Manager, QMark, Inc.
Phone: (303) 800-1188 x1307
Email: karen.pruett@qmarkinc.com

UCare also takes your feedback and suggestions seriously. Please forward your comments or concerns regarding our HEDIS data abstraction process to Melissa Deuschle, Quality Improvement Specialist, via email at mdeuschle@ucare.org or phone at 612-676-3534. Thank you for partnering with us to improve the health of individuals, families, and communities.

Sincerely,

A handwritten signature in black ink that reads "Russ Kuzel, M.D., M.M.M.".

Russ Kuzel, M.D.
Chief Medical Officer
UCare

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).