

January 9, 2026

## ***HEDIS Advance Notice of PalmQuest***

AmeriHealth Caritas Next, a product of AmeriHealth Caritas VIP Next, Inc., requests your cooperation with our efforts to collect medical record data for our members for annual Healthcare Effectiveness Data and Information Set (HEDIS®) reporting. The timeline for HEDIS record collection, review, and reporting is short, so we ask for your immediate attention to this request.

AmeriHealth Caritas Next has contracted with PalmQuest to assist with the annual medical record review process. PalmQuest utilizes specialists trained in medical record retrieval for HEDIS, Centers for Medicare & Medicaid Services (CMS), and state quality reporting programs.

Disclosure and use of medical records for this purpose is considered to be treatment, payment, or health care operations and is therefore permissible under HIPAA regulations (45 C.F.R. 164.502(a)(1)(ii)). PalmQuest is a business associate of AmeriHealth Caritas Next and therefore is required to comply with Health Insurance Portability and Accountability Act (HIPAA) privacy requirements throughout the record retrieval process.

We appreciate your cooperation in working with PalmQuest in scheduling retrieval. Records requested should be provided at no charge to the health plan. As a reminder, we expect that records are to be provided at no charge to AmeriHealth Caritas Next, PalmQuest, or the member.

If you have any questions, please reach out to PalmQuest at [Christine@palmquestinc.com](mailto:Christine@palmquestinc.com). We greatly appreciate your cooperation and timely assistance in responding to AmeriHealth Caritas Next's medical record request.