



Medical Records Release Requirements for Quality-of-Care Reviews

The Department of Health Care Policy and Financing (the Department) is responsible for ensuring the quality and integrity of services provided to its members. The Department delegates certain functions, including care coordination and quality oversight, to Health First Colorado Regional Accountable Entities (RAEs) and Managed Care Organizations (MCOs), as well as Child Health Plan Plus (CHP+) MCOs. These entities are collectively referred to as Managed Care Entities (MCEs). More information about the MCEs, including their contracts with the Department, is available on the **Regulatory Resource Center | Department of Health Care Policy and Financing**.

MCEs investigate and follow up on complaints about quality of care on behalf of the Department as part of their quality oversight responsibilities. Pursuant to Section 3.5.7 of the **Provider Participation Agreement (Provider Participation Agreement Form)**, all providers must comply with the efforts of the Department and its designees related to all quality management activities.

When an MCE requests medical records or information for purposes of a quality-of-care review, that request is made under the Department's authority. Providers are required to furnish complete and timely medical records associated with services rendered for review directly to the requesting MCE.

Records must be provided within 45 calendar days of receipt of the request unless otherwise specified by the requesting MCE. Failure to comply with this requirement may result in administrative action in accordance with applicable state and federal regulations and program requirements.

All records and information shared for the purposes of quality-of-care reviews are maintained as confidential in accordance with applicable federal and state laws, including peer review protections.

Provider Contacts | Department of Health Care Policy and Financing with questions about specific medical records release requests. Contact **hcpf_ccqi_qocg@state.co.us** for any additional questions.