



## Provider Data Request Workgroup Charter

### OVERVIEW

The Provider Data Request Workgroup is a cross-functional team focused on reviewing provider data requests. The group streamlines data request processes, supports regulatory compliance, and promotes best practices to meet organizational and stakeholder needs.

### COMMITTEE GOAL/MISSION

The Provider Data Request Workgroup (PDRW) reviews request for Blue Cross Blue Shield of MA (BCBSMA) data from providers regarding the release of membership data and provider claims. In addition, the Workgroup reviews the release of clinical and financial data to providers that are part of a BCBSMA provider network strategy as appropriate.

### COMMITTEE PURPOSE

The Workgroup reviews requests to ensure that legal/privacy considerations (HIPAA, PHI and proprietary) are addressed regarding the release of members' personally identifiable information to providers in addition to addressing any other strategic, contractual, operational, or financial impacts that may arise,

### OPERATING GUIDELINES

- Data Governance and Data Sharing Accountability: The PDRW will review requests with the Data Sharing Approval Committee as needed and report on its activities as requested. The Data Sharing Approval Committee reports to the Data Governance Steering Committee and establishes requirements about what data can be shared, with whom it can be shared, how it is shared and authorizes data sharing with third parties as needed.
- Mitigates risk exposure for data breaches by removing unnecessary data elements when not required for business purposes.
- Enhance current business practices to further strengthen business assurance for properly handling and safeguarding confidential data in alignment with all relevant Privacy policies.
- We do not take responsibility for how a request will be resourced or completed. It is the requestor's responsibility to work with the appropriate business area to produce the data. Additional risks that are identified during this process should be addressed with the Workgroup.

### EXECUTIVE SPONSORS

- Patrick Arnold, Vice President Network Contracting
- Lisa Gorman, Vice President, Network Management & Contract Operations
- Christopher Lassonde, Vice President, Provider Financial Management

### CHAIRS

- Melanie Allen, Senior Director, Network Contracting
- Jacqueline Dillion, Senior Director, Provider Financial Management
- Laura Stout, Director, Network Management & Contract Operations



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### MEMBERSHIP

The Workgroup members hold the title of Workgroup Participant from the following business areas and membership will be reviewed and updated no less than annually by the Committee Chairs.

- Actuarial – Provider Financial Management
- Clinical Pharmacy
- Health and Medical Management
- Law Department
- Compliance and Privacy Office
- Medical Innovation & Leadership
- Network Contracting
- Network Management & Contract Operations
- Network Quality & Development
- Performance Measurement & Improvement

Voting Members			
Name	Title	Department	Responsibilities
Melanie Allen (co-lead)	Senior Director	Network Contracting	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
Joanneke Brentjens	Assistant General Counsel	Law Department	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
Rajni Carter	Senior Director	Network Management	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
Darlene Cronin, MBA, RPh	Provider Partnership Clinical Pharmacist	Pharmacy Operations	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
John Dawson	Associate Director	Contract Operations and Performance Reporting	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
Taryn DeBoer	Associate Director	Associate Director for Project Management	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
Jacquelyn Dillon (co-lead)	Senior Director	Contract Operations and Performance Reporting	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
Maura Feldman	Senior Director	Network Quality Development	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.



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Voting Members			
Name	Title	Department	Responsibilities
Johanna Glenn	Senior Director	Network Contracting	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.
Lisa Gorman	Vice President	Network Management & Contract Operations	Executive Sponsor
Vanessa Lester	Privacy Manager	Compliance & Privacy Program, Legal	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed. Ensure compliance with privacy regulations (i.e. HIPAA).
Laura Stout (co-lead)	Director	Network Management & Contract Operations	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed. Maintain Charter and Policies on behalf of the workgroup.
Chris Trainor	Senior Director	Network Management & Contract Operations	Assist the workgroup in reviewing data request, policies, reporting, evaluation & activities as needed.

### CONFIDENTIALITY

In conducting its business, members of the Committee will take special care, consistent with the Company's Code of Ethics and Conduct (the Blueprint) to protect the confidentiality of sensitive information it receives.

### CONFLICTS OF INTEREST

Committee members will promptly disclose any conflict of interest they may have with respect to any matter to be discussed by the Committee.



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### POLICIES

The committee maintains the Provider Data Request Workgroup Policy which is reviewed annually. The Provider Data Request Workgroup develops and maintains business policies that pertain to the release of protected health information to providers. Policies are reviewed at a minimum annually by the Workgroup. These policies include:

Active Policy Name	Review Date Completed	Next Review
Provider Data Request Form	10/2014 10/2015	7/2025
Historical Data Extract – Large Adds Request – HMO & Medicare Advantage Risk Contracts	2/27/2017 3/30/2018	
Negotiation Data Requests – Commercial (HMO/PPO) and Medicare Risk Contracts	3/29/2019	
Holding Referral Circle Data Requests – Commercial (HMO/PPO) and Medicare Risk Contracts	03/25/2021 7/31/2023	
Data Masking Standards	07/08/2024	
File Delivery		

### CHARTER ANNUAL REVIEW

The Committee Charter will be reviewed and updated annually, and when significant changes occur such as leadership changes, changes in focus to respond to revised corporate priorities, changes in reporting, changes in decision making authority and/or structure, and/or responding to external changes such as regulatory updates.

### REVISION HISTORY

Date	Revision Summary
05/15/2025	Update Charter into new format
07/08/2024	Annual review – approved by PDRW
05/24/2024	Formatting
09/25/2023	Updated the participant listing
05/13/2023	Annual review – approved by PDRW

### DOCUMENT OWNER:

Name	Organization
Laura Stout	Network Management & Contract Operations