

BULLETIN

November 21, 2007

Billing for copies of medical records

Background

Employer Provider Network, Inc. (EPNI) sometimes finds it necessary to request medical records for claims adjudication, utilization review requests, coordination of benefits, credentialing, other quality improvement and care management reviews and medical abstract reports, if applicable.

Rationale

Payers carefully review the need for medical records to avoid requesting when possible. Internal processes were recently enhanced to reduce the number of medical records being requested. When records are requested, it is important that the records be sent in a timely manner and that no additional charge be associated to this activity.

Requirement

The provider contract requires the provider to promptly furnish, at its own expense, any additional information that payers reasonably request as necessary to respond to the situations noted above. Providers may not bill members or the health plan for the expense of copying the medical records. Some providers are now using copy service vendors to pull these records, make copies and send them to the requester. Copy vendors, when working on behalf of a contracted provider are also prohibited from billing members or the health plan for their expenses. If the provider chooses to contract with a copy service, the provider is responsible for payment of that service.

Questions?

If you have questions, please contact Provider Service at (651) 662-5200 or toll free at 1-800-262-0820.

Please route this bulletin to other interested staff.