



Electronic Medical Records (EMR) Access Program Frequently Asked Questions

This program can help you...

- **Save time and resources:** We help take the burden of medical record collection off of your staff.
- **Streamline claims processing:** Since we can access medical records directly, you'll likely see fewer delays in the processing of some claims.
- **Eliminate paper waste:** We access medical records electronically through your current EMR investment, which means you no longer need to send us physical copies.

Overview

Medical record requests can delay your claims processing and be an administrative burden on you and your staff. That's why we've developed a program that offers several solutions that can help streamline medical record collection without disrupting your time. Through these solutions, we aim to process your claims faster and make it easier to work with us.

Frequently Asked Questions and Answers

Q1. What is the EMR Access program?

A1. The EMR Access program is a solution designed to help simplify and reduce medical record collection. Through this program, we leverage your current EMR investment to help reduce the need for your staff to send us physical copies every time we need a medical record.

Q2. Why did UnitedHealthcare develop this program?

A2. Currently, UnitedHealthcare and our vendors send out millions of medical record requests a year. We know you sometimes receive duplicate requests and that collecting records can drive up your administrative costs and take staff time away from important tasks. We want to reduce your collection burden and make it easier for you to do business with us.

Q3. How can this program benefit me?

A3. This program can improve your experience in several ways:

- By using coordinated technologies, you can simplify record collection and storage across all lines of business.
- You'll no longer need to gather information, copy medical records and package them for submission. Instead, our medical record reviewers can download clinical information, such as progress notes, operation reports, labs, radiology results, history and physicals and therapy notes, without involving you and your staff.
- You may not need to file as many appeals or reconsiderations for claims that were denied due to lack of information.
- You may also notice a positive change in your accounts receivables, because some of your claims will be paid more quickly.
- You'll likely notice a reduction in the number of medical record requests you receive.

How the EMR Access Program Works

Q4. What are the solutions you offer with this program?

A4. Through the EMR Access Program, we offer several solutions* that allow us to directly access your EMR system so we can view and collect medical records remotely. These programs include:

- **EMR Basic Clinical Access:** Our concurrent review nurses obtain read-only access to review records of patients/members who are currently in a hospital setting. They use this information to conduct medical necessity and other reviews.
- **EMR Expanded Clinical Access:** Inclusive of basic access, as described above, our post-discharge teams collaborate with your clinicians to manage members who've just been discharged from a hospital. These teams help coordinate best next steps of care and prevent a readmission or other adverse clinical effects.
- **EMR All Access:** Inclusive of expanded clinical access, as described above, by electronically printing clinical information straight from your EMR application, we can collect the medical records we need to process your claims – without involving you and your staff.

** These options are currently only available to hospitals and health systems.*

Q5. Are these medical record transfers secure and compliant?

A5. Yes. We take the privacy and security of our member information very seriously. We use technology that is secure and compliant with **HIPAA** privacy statutes and regulations. Our **secure** transfer downloads the information into a **secure** document repository where the medical requester will review the record. Our processes meet all HIPAA and other regulatory requirements.

Additionally, we're HITRUST certified, which adds another layer of security to help protect personal health information. For more information about HITRUST certification, please visit <https://hitrustalliance.net/>.

Q6. How do you use the information from our EMR system?

A6. We use the information the same way we do today. The only difference is that instead of asking you for the information and you sending it to us, we simply access it directly and only print the minimum necessary information. Since we'll be using your EMR system, you'll have the ability to monitor and control our access to your system.

Program Participation

Q7. What are the requirements of participating in this program?

A7. You'll need to provide our medical record reviewers with credentials. For all access, you'll need to allow medical record printing and storage in compliance with regulatory requirements and applicable laws. Additionally, we may ask you to participate in occasional testing and feedback to help us ensure we're meeting your needs.

Q8. How do I get started?

A8. If you'd like to get started, reach out to your Provider Advocate and ask them to help you take the next steps. You can also participate through our Remote EMR Access tool on Link. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. Then, select the Remote EMR Access tool on your Link dashboard.

Resources

Q9. Where can I find more information?

A9. To learn more, visit UHCprovider.com/emr. If you have questions about our EMR access program, please call your Provider Advocate or Strategic Account Executive. Thank you.

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