



# CHARTFAST

## RECORD REQUEST

### *An Innovative Approach that Improves Medical Record Collection*

Medical records are the critical success factor for almost every health plan function. Whether requesting thousands of records for Medicare Advantage, Commercial Exchange, HEDIS or STARS, or requesting just a single medical record for enrollment, eligibility, disability or claims review, ChartFast is your Medical Record Retrieval (MRR) solution.

ChartFast's web-based platform allows health plans to electronically submit requests, communicate with providers, track the status of those requests and receive the medical records without sending one piece of paper or even making one telephone call.

We make certain that your requests are completed quickly, accurately and delivered electronically, while ensuring that healthcare providers are not overly burdened by the request. Our advanced systems and proven processes ensure that you get the records you requested in the time frame you require.

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### **WITH CHARTFAST RECORD REQUEST YOU GET:**

#### **INTELLIGENT REQUESTING**

Our highly experienced, HIPAA-trained team works with providers and plans through each step of the process, from the upload of your request file or individual request, to the communication with providers and ultimately to the delivery of the pertinent information requested from the medical record.

We don't outsource any of the record handling process. All records are received, (and, if necessary) converted, checked for data correctness, and delivered to you from our own staff. No request is too large or too small. Every request is a priority and we don't rest until all records have been delivered.

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#### **PROVIDER/PLAN RELATIONSHIP BUILDING**

We understand the importance and complexities of the provider/plan relationship. ChartFast allows health plans to take advantage of our provider expertise and technology to offer a provider/plan relationship platform at no cost to the provider. With the ever-growing request surge from health plans for Risk Adjustment (Medicare Advantage, Commercial and Medicaid, RADV) and HEDIS, the ability to manage and quickly produce the requested medical records continues to be problematic for providers, so our release of information specialists work with provider offices to execute record retrieval based on the provider's schedule via web upload, remote access, on site, fax or mail.

We minimize provider abrasion while increasing provider satisfaction. Our flexible methodology reduces the work providers must do and eases the transfer of records to the requesting health plan.



## UNEQUALED RECORD DELIVERY RATES, SPEED, AND QUALITY

Most medical record retrieval companies feel successful in delivering only 80% of the medical records in a request file. At ChartFast, we leave no stone unturned. Our proven methodology has resulted in 90%+ delivery rates. Our staff of retrieval experts will work directly with you to ensure that the information being provided is accurate and timely.

Our platform exceeds HIPAA regulations on administrative, physical and technical security of protected health information. We utilize a best-in-class security infrastructure that guarantees all communication is encrypted and protected, ensuring that the records delivered to you are never compromised.

## BREAKTHROUGH MEDICAL RECORD RETRIEVAL TECHNOLOGY & SERVICES



- Web-Based Solution for Providers and Plans
- Automates Requesting & Releasing Medical Records
- Online Request Order Entry
- Online Medical Record and Imaging Delivery
- Interactive, Request-Level Communication
- Complete Transparency
- Faster Turnaround Times
- 100% QA

## CHARTFAST SERVICES - UNSURPASSED CUSTOMER SUPPORT

### LEVERAGING TECHNOLOGY TO FORTIFY RELATIONSHIPS

#### Record Retrieval

- with ChartFast Employees (On site/Remote)
- Portal Upload, Secure Email, Fax, Mail

#### Includes Audit Response

- Project Management
- 100% QA of Every Medical Record
- Real-Time Results
- You Focus on Coding/Abstracting
- We Focus on Your Charts

To learn more about ChartFast solutions, visit us at: [www.chartfast.com](http://www.chartfast.com)

To speak with a ChartFast sales representative, please call us, toll free, at 888.202.1671  
Or email us at: [info@ChartFast.com](mailto:info@ChartFast.com)