



## Outsourcing Release of Information

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Confidential

A solid green horizontal bar spanning the width of the slide, located at the bottom.

# HealthMark Group

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In 2006, HealthMark Group revolutionized the ROI industry by developing proprietary software designed to meet the need for a more efficient method of releasing medical and billing records, while complying with increasingly restrictive HIPAA requirements.

The software, MedRelease™, remains at the forefront of technology today and rejects the status quo that health information management departments must remain a cost center.

Electronic accounting of disclosures, web-based tracking of requests in process, and robust audit reporting contribute to our mission of providing superior health information management and technology solutions to physicians and hospitals nationwide.

HealthMark Group is owned and managed by the original founders.




# Service Delivery Models

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- Full Service
- Remote Service
- Shared Service

# Benefits


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- q Reduce Labor and Overhead Expenses
  - q Standardization
  - q HIPAA-Certified Professionals
  - q Maintain Control
  - q Increase Patient Satisfaction
  - q Decrease Turnaround Times
  - q Quality Control
  - q Enhance Revenue Cycle
  - q Complimentary
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# MedRelease™

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HealthMark Group's proprietary software, MedRelease, is a Software as a Service (SaaS) platform that enables medical facilities to effectively manage and monetize the Release of Information (ROI) process. MedRelease provides the necessary tools to stay compliant with complex regulations while streamlining the disclosure process for all parties involved.

- § Secure PHI Messaging
  - § Systematic E-Delivery
  - § Robust Audit Logs and Reporting
  - § Accounting of Disclosure and Tracking
  - § Integration with Electronic Health Record Systems
  - § Revenue Share Program
- 

# Electronic Delivery

The screenshot displays a web browser window with the URL `medportal.healthmark-group.com/260`. The page features a dark blue sidebar on the left with navigation links: Main page, Pay Invoice, Download Record, Submit Request, Contact Us, Manage Account, and Help. The main content area is titled "Your Authorized Requests" and contains a table with the following data:

Invoice ID	Request ID	Released	Patient	Your Reference	Facility	Download
5084725	858072	12/28/2019	TEST, TONY	Tony Test	ABC HOSPITAL	<a href="#">Download</a>

At the bottom of the page, a footer contains the text: "Your IP Address is 199.199.199.30", "You Logged in at 12/28/2019 10:00:04 AM", "ABOUT US | Privacy | Terms of Use", and "COPYRIGHT © 2019 HEALTHMARK GROUP". The Windows taskbar at the bottom shows the system clock as 10:00 AM on 12/28/2019.

# Online Pay and Download

Pay Invoice(s) | MedRate

webclient.healthmark-group.com/766/PayInvoices

HEALTHMARK GROUP Patient Name Search for a request

hello.bmcpherson@healthmark-group.com Log off

Main page  
Pay Invoice  
Download Record  
Submit Request  
Contact Us  
Manage Account  
Help

Invoice Invoice Number  
Access Code Access Code  
Date Of Birth Date Of Birth  
Add Invoice

Pending Invoices: 0 Pending Amount: \$0.00

Invoice ID	Request ID	Amount	Patient	Your Reference	Facility	Remove
There are no items to display						

Your IP Address is 104.148.194.30  
You Logged In at 12/29/2016 1:00:00 AM

About Us | Privacy | Terms Of Use  
COPYRIGHT © 2016 HEALTH-MARK GROUP

Ask me anything

1:00 AM 12/29/2016

# Work Queues

The screenshot displays the MedRelease Patient Release portal. The browser address bar shows the URL `medrelease.healthmark-group.com`. The page header includes the HealthMark Group logo, a search bar for patient requests, and a user login area with the email `hello@medpharm.com@healthmark-group.com` and a 'Log off' button.

The main content area is titled 'Open Requests' and features a table of request data. The table has columns for Request ID, Patient, Status, Requestor Reference, Last Call, Next Call, and Age. The first two rows are highlighted in orange and green respectively. The table shows 7 entries, with the first 2 of 7 entries displayed.

Req. ID	Patient	Status	Requestor Reference	Last Call	Next Call	Age
795716	WACHS, JIM	Request Received	JIM WACHS	01/03/2017	01/03/2017	704
821933	TEST, NANCY	Request Received	NANCY TEST	05/25/2016	01/02/2017	150
890183	DODDER, ROGER	Request Received	TEST		02/02/2017	57
890666	TEST, WAYNE	Request Received	WAYNE	12/27/2016	02/03/2017	31
829622	PATIENT 1, TEST	Request Received	PATIENT RECORDS	10/14/2016	02/03/2017	150
810916	TEST, TOM	Request Received	TOM TEST		02/03/2017	122
880177	TEST, RONALD	Request Received	RONALD TEST		02/03/2017	81

The footer of the page displays the user's IP address (195.199.199.33), the login time (1/2/2017 1:33:13 PM), and the copyright notice (COPYRIGHT © 2017 HEALTHMARK GROUP).



# Data Entry

MedRelease | New Rec... X

← → ↺ | https://healthmark-group.com/Request/ShowRequest?requestID=795219&searchInvoiceID=0

New Request  
Messages  
Reports  
Help

**info**

**Update Request**

Default Request Type

Request ID: 795219

Last Call: 1/3/2017 12:24:54 PM

Billable: No

Prepay: No

Certification Required: No

Certification Complete: No

Hard Records: No

Request Compliant: Yes

☐ Closed ☐ Requested Electronically

☐ Do Not Purge ☐ Maintained Electronically

☐ Do Not Release

Request Notes

Patient: Bagley, Jim | DOB 2/14/1948

Requester: RECORD REQUESTOR - ABC INSURANCE

Requested: 07/07/2016

Status: Request Received

Request Type: Physician Referral

Next Call: 1/27/2017

Requestor Reference: JIM BAGLEY

Supplier Reference:

Invoice Date:

Shipped/Closed:

Downloaded:

Tracking: 786791685133

Notes

# Reports

The screenshot displays the 'Reports' section of the HealthMark Group web application. The interface includes a dark sidebar on the left with navigation links: 'Request Queue', 'New Request', 'Messages', 'Reports', and 'Help'. The main content area features a search bar at the top with the text 'Patient Last Name' and a 'Search for a request' button. Below this, there are filters for 'Location' (set to 'ABC HOSPITAL'), 'Report' (set to 'Select Report(s)'), 'Start Date' (set to '1/1/2017'), and 'End Date' (set to '1/21/2017'). There are 'Schedule' and 'Refresh' buttons below the filters. A table below shows a list of reports with columns for 'Report Description', 'Submitted', 'Completed', and 'View Report'. The table contains 10 rows of data. At the bottom right, there are pagination controls: 'First', 'Previous', '1', 'Next', and 'Last'. The Windows taskbar is visible at the bottom of the browser window.

MedRelease | Report: X | x  
← → ↻ | ead@hsc.healthmark-group.com/reports/index | ☆ | = | 🔍 | ⌵ | ...  
HEALTHMARK GROUP | Patient Last Name | Search for a request | Hello lara@hsc@healthmark-group.com | Log off | ☰

Report(s)

Location: ABC HOSPITAL

Report: Select Report(s)

Start Date: 1/1/2017

End Date: 1/21/2017

Schedule Refresh

Show 10 entries

Showing 1 to 10 of 10 entries

Report Description	Submitted	Completed	View Report
Disclosure Log	08/04/2015	08/04/2015	View
Turn Time Report	05/19/2015	05/19/2015	View
Turn Time Report	02/08/2015	02/08/2015	View
Turn Time Report	12/01/2014	12/01/2014	View
Turn Time Report	10/23/2013	10/23/2013	View
Data Entry Volume	10/23/2013	10/23/2013	View
Collections	10/23/2013	10/23/2013	View
Collections	10/23/2013	10/23/2013	View
Disclosure Log	10/23/2013	10/23/2013	View

First Previous 1 Next Last

Ask me anything | 3:38 PM 1/21/2017

# Communication Tool

The screenshot displays the HealthMark Group MedRelease web application. The interface includes a dark sidebar on the left with navigation links: "Request Queue", "New Request", "Messages", "Reports", and "Help". The main content area is titled "Questions" and features a green "Ask Question" button. Below this, there are two sections: "Pending Questions" and "Received Questions".

**Pending Questions:** This section shows a table with columns for Time, Request ID, Question, Sender, and Recipient. It currently displays "No data available in table" and indicates "Showing 0 to 0 of 0 entries".

**Received Questions:** This section shows a table with columns for Time, Request ID, Question, and Response. It contains 18 entries, with the first 10 visible in the screenshot. The table includes a search bar and pagination controls at the bottom.

Time	Request ID	Question	Response
01/11/2017, 11:32:42 AM	795219	Please send records again	test
12/29/2016, 02:15:52 PM	795219	was this fixed	test
12/29/2016, 10:12:53 AM	795219	This is a test. Records approved for release	
12/19/2016, 10:45:57 AM	795219	test please resend record	test
12/07/2016, 11:59:17 AM	795219	this is a test	test
12/07/2016, 11:04:27 AM	795219	this is a test. Please resend records	test
09/06/2016, 01:06:13 PM	821505	hgfUHLRMBH67A	
08/14/2016, 10:34:44 AM	576570	emergency to inform us	test
07/18/2016, 01:57:05 PM	576570	approved test	test
07/13/2016, 03:23:10 PM	555513	with w	test

The bottom of the interface shows a Windows taskbar with various application icons and a system clock indicating 3:18 PM on 1/21/2017.

# Requisitions

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## Physician


Requests from physicians for the purpose of continuity of care are disclosed within 24 hours of completion. Records are released by mail, fax, or electronically depending on the number of pages. Records faxed through MedRelease include a fax cover and confidentiality sheet. A successful fax confirmation is generated and archived within MedRelease.

## Attorney

Prepayment invoices are released via fax or mail to law firms, or in some instances the retrieval company acting on behalf of the law firm. As soon as the invoice is received, the authorized third party can pay/download the requested records in electronic format. If pay/download is not selected, records are released by mail or fax within 24 hours of receiving payment.

## Patient

Patients requesting a copy of their record for personal use will have access within 24 hours of request fulfillment. Records can be delivered electronically through MedRelease360, mailed, or burned to a CD using encryption software.



# Requisitions (Continued)

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## Insurance

Prepayment invoices are released via fax or mail to insurance companies, or in some instances the retrieval company acting on behalf of the insurance company. As soon as the invoice is received, the authorized third party can pay/download the requested records in electronic format. If pay/download is not selected, records are released by mail or fax within 24 hours of receiving payment.

## Internal (Business Office, Risk, Legal, Peer Review)

All internal requests are made available online through MedRelease360 within 24 hours of completion. An email is generated to a designated staff member within each department. A list of completed charts is contained in the email using unique reference codes to download records.

# Requisitions (Continued)

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## *Subpoena*


Prepayment invoices are released via fax or mail to law firms. Once the invoice is received, the authorized third party can pay/download the requested records in electronic format. If pay/download is not selected, records are released by mail or fax within 24 hours of receiving payment. Original affidavits and written deposition questions are released by mail upon completion. Turnaround time for original legal documents is 3-5 business days.

## *Audits*

Prepayment invoices are released via fax or mail to the requesting company. Once invoice is received, the authorized third party can pay/download the requested records in electronic format. If pay/download is not selected, records are released by mail or fax within 24 hours of receiving payment. If the chart audit does not allow for prepayment or payment language does not exist, records are released within 24-48 hours of completion. Size of chart pull list will determine the turnaround time. Records are released by paper, fax, or electronically.

## *Disability*

Records requested from Disability Determination Services (DDS) are securely uploaded through the Social Security Electronic Medical Evidence website within 24 hours of completion. If uploading through the exchange is not an option, records are released by fax or mail.



# Billing and Collections

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HealthMark's billing and collection process are essentially automated through MedRelease.

## Billing

Allowable fees for medical records governed under state statute are populated within the invoicing module of MedRelease. An invoicing specialist for HealthMark Group is responsible for reviewing each request and verifying the invoice amount. Paper, electronic, or microfiche fees are calculated along with page count and proper postage. Prepayment invoices are released to the requestor via fax or mail.

## Collections

HealthMark's collection efforts are managed through a queue within MedRelease by a collection specialist. The queue retrieves unpaid invoices on a seven day rotation, which are submitted again by fax or mail. If the invoice has not been paid after five attempts, a final invoice is submitted by mail. After 90 days the requests are closed and the invoices are written to bad debt.

# Contact Information

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