

Retrieval of Medical Records from Third-Party Vendors

MVP Health Care® (MVP) understands that many practices use third-party vendors for the retrieval of medical records. CIOX is the largest vendor used; however, in recent years other smaller companies have come into the record retrieval market and are available to and used by MVP Participating Providers.

Your MVP Participating Provider agreement requires you to provide MVP Member medical records to MVP upon MVP's request. Receipt of your medical records in an untimely manner can have a negative impact on the care of your patients. We're asking for your help to reduce unnecessary delays in medical records retrieval.

If your MVP Participating Provider agreement states that MVP will not be charged for the retrieval of medical records and your practice uses a third-party vendor to help you with your retrieval of medical records, please ensure MVP is not billed by your third-party vendor. This will help speed up providing medical records to MVP and ensure MVP's timely receipt of these records.

If your practice uses a third-party vendor for the retrieval of medical records, please complete a short survey at mvphealthcare.com/mvpmedrecords to inform us who you are working with.

Please complete the survey by December 30, 2020. If you have questions, please contact Mary Ellen Reardon at **585-279-8583**.

To view a summary of all updates, visit mvphealthcare.com/Providers.

To receive future FastFax messages by email, send a request to MVPFastFax@mvphealthcare.com.

Questions? Contact your MVP Professional Relations Representative or call the MVP Customer Care Center for Provider Services at 1-800-684-9286.

