



## Medical Record Retrieval

### Improve risk adjustment and quality results while reducing provider disruption

As the healthcare system continues to bridge the use of electronic medical record (EMR) systems and traditional paper records, a multifaceted approach is necessary to meet or exceed retrieval goals. A successful retrieval solution operates efficiently at scale and enables health plans to conduct outreach in a coordinated, minimally intrusive manner using a range of options, from EMR integration to traditional mail and fax.

**Cotiviti’s Medical Record Retrieval solution offers comprehensive, web-based medical record retrieval, aggregation, indexing, and storage—fulfilling even high-volume record requests with minimal disruption to providers and their office staff.**

Our best practices and in-depth industry expertise optimize retrieval efforts and results. Cotiviti’s tiering system organizes requests by provider site and preferred retrieval methods—thanks to our curated provider dataset—to minimize request volume and provider abrasion.

A strong interoperability strategy enables integrations with any type of electronic health record system, and our growing network of hospital connections, health information exchanges, and EMR vendors help to advance digital data retrieval for our clients. We also help plans ensure successful outreach and retrieval programs via traditional channels such as fax, mail, and phone to bridge any gaps in digital connectivity, promptly address barriers, and meet providers where they are.



#### Key solution results

- >90% average HEDIS® retrieval rate
- >88% Medicare Advantage risk adjustment retrieval rate
- <2% of charts not found at location



#### Key benefits for clients


- Data normalization and request prioritization
- Tiering system to reduce disruption
- Strong digital and traditional acquisition strategies
- Client support and reporting to provide transparency



#### Key Cotiviti differentiators

- >8M medical record images processed annually
- 1.8M curated provider dataset
- >25 years of expertise partnering with national and regional health plans

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 To learn more about how Cotiviti’s solutions can improve your organization’s risk and quality outcomes, call 866.292.6971 or email [answers@cotiviti.com](mailto:answers@cotiviti.com).