

February 6, 2017

Reminder: Medical Record Reimbursement

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing you with updates and reminders that may affect your practice. This communication serves to remind providers about our reimbursement amounts for medical record requests.

Reimbursed Medical Records:

Per your services agreement with Presbyterian, providers will be reimbursed up to reasonable and customary charges for copying medical records related to utilization management. Records may also be reviewed for special utilization or quality studies, or as required by regulatory agencies such as the New Mexico Human Services Department (HSD) or the Centers for Medicaid & Medicare Services (CMS). In these instances, providers are reimbursed \$30 for the first 15 pages of medical records and \$0.15 per page thereafter (based on the New Mexico Administrative Code [NMAC], Title 16, Chapter 10.17.8).

Non-reimbursed Medical Records:

Providers will not be reimbursed for copying medical records required for claims payment. When providers contract with a third-party entity to maintain medical records, Presbyterian will not reimburse any fees charged by a third-party entity above the statutory amounts established by NMAC. Presbyterian is committed to limiting administrative burden and will only request the minimum information for medical record reviews. Presbyterian can also provide onsite medical record review or telephone discussions, if needed.

For more information about medical record reimbursement standards, please see page 6-12 of the 2017 Presbyterian Practitioner and Provider Manual at www.phs.org/ProviderManual. For questions, please contact your Provider Network Management relationship executive using the information box below. Thank you for your continued partnership.

Provider Network Management
Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.
Phone: (505) 923-5141 www.phs.org/ContactGuide
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