

# Electronic Medical Record FAQ

To learn more about our electronic medical record (EMR) remote access service, view the frequently asked questions below.

## How do you retrieve our medical records?

We access your EMR system via a secure remote desktop using the access provided by your provider office. We retrieve only the necessary documentation by printing to an electronic file, which we store internally in our secure medical record repository.

## Is printing necessary?

Yes. The NCQA and CMS audits require print-to-file access. These files are printed to PDF and stored securely.

## Is this process secure?

Yes. We only use secure internal resources to access your EMR systems. All retrieved records are stored in Bright HealthCare's secure medical record repository.

## Why does Bright HealthCare need full access to the entire medical record?

- HEDIS® measures can include review of up to 10 years of a member's information.
- Medical record data for HEDIS® compliance may come from several different areas of the EMR system, including labs, radiology, surgeries, inpatient stays, outpatient visits, and case management.
- Medical record retrieval for risk adjustment projects involves a review of two years of records, but can be subject to change as requested by CMS.
- Compliant data may be documented or housed in a non-standard format, such as an in-office lab slip scanned into miscellaneous documents.

## What information do I need to submit to use your EMR remote access service?

Complete the registration form that requests the following information:

- Practice/facility demographic information (e.g., address, national provider ID, taxpayer ID, etc.)
- EMR system information (e.g., type of EMR system, required access forms, access type—web based or VPN-to-VPN connection, special requirements needed for access, etc.)
- List of current providers/locations or a website for accessing this list
- List of providers affiliated with the group that are not in the EMR system, if applicable.