



TODAY'S ROI NEWS

Outsourcing Release of Information for Free? Not anymore!

FOR DECADES, HEALTHCARE PROVIDERS HAVE ENJOYED THE LUXURY OF OUTSOURCING THEIR MEDICAL RECORDS REQUEST PROCESSING TO ROI SERVICE COMPANIES UNDER THE "FREE SERVICE" MODEL.

THAT "FREE SERVICE" MODEL IS NOW TO BE REPLACED BY A "FEE FOR SERVICE" MODEL.

WHY?

Earlier this year, the US Department of Health & Human Services (HHS) published a Patient Access Guidance document on Patients' accessing their health information. HHS included its definition of allowable Patient fees for copies of medical records and how to calculate these fees. In most cases, the new lower fees override the existing State ROI fees that have been used by service bureaus.

For decades, ROI outsource service companies have relied on very favorable State fee schedules to enable them to offer "free" ROI fulfillment services to Providers. There was virtually no Federal oversight of the fees that Patients and third parties were charged. Now, HHS is bringing order to the loosely regulated ROI outsource industry.

What is the impact? Requestors of Patient medical records will be charged less, and Providers will be asked to pay to offset the financial loss suffered by ROI outsource companies.

Read excerpts of recent communications from two nationally recognized ROI outsource companies to their Provider-clients. They are setting the stage for the rapid transition from "free service" to "fee for service."

BACTES - www.bactes.com

"The resulting rates are well below our cost to produce these records and we are evaluating what the full impact will be to our business and our arrangement with our clients."

CIOX - www.ciox.com

"This new rate (particularly for patient directive requests) is lower than our current pricing and will be a fairly material hit on the ROI business. As a result of this, we will no longer be able to subsidize the cost of delivering patient records for free. The "patient directive" requests are being used by attorneys to avoid the regulated rate structure for attorney requests and is undermining the entire economics of the ROI industry."

ABT Medical will remain the only "zero cost" ROI fulfillment vendor in the industry!