AMERICAN MEDICAL ASSOCIATION HOUSE OF DELEGATES

Resolution: 715
(A-24)

Introduced by: Texas

Subject: Electronic Medical Records Submission

Referred to: Reference Committee G

Whereas, physicians are required to submit to insurers upon request medical records for pre-
and post-payment audits, the Healthcare Effectiveness Data and Information Set (HEDIS), risk
adjustment functions, and other insurer processes; and

Whereas, insurers and their third parties often do not allow electronic submission of the
requested medical records and require them to be faxed or mailed; and

Whereas, these requests for medical records have become more frequent, thereby interrupting
patient care, creating additional uncompensated administrative burden and inefficient use of
staff time and resources, and resulting in significant mailing and postage fees; and

Whereas, medical records faxed or mailed are often lost, misplaced, or separated, resulting in
claims denials and adverse determinations on appeals and audits concluding with loss of
revenue or recoupment of large sums of money; and

Whereas, insurers require physicians to conduct most business electronically (e.g., claims
submission, prior authorization, appeals and reconsiderations), and many no longer
communicate with physicians by mail (remittances, determinations, changes in policy, provider
bulletins, and the like); and

Whereas, physicians have been required to adopt electronic medical records at a substantial
cost; therefore be it

RESOLVED, that our American Medical Association support requiring insurers and their third
parties to provide a secure, standardized, no-cost, easily accessible, and user-friendly
mechanism to allow physicians to submit requested medical records and other documents
electronically on an online portal, in addition to any fax and mail options (New HOD Policy); and
be it further

RESOLVED, that our AMA support physicians’ ability to track and see the status of the medical
record request on the portal (New HOD Policy); and be it further

RESOLVED, that our AMA advocate for legislation requiring insurers to accept electronic
submission of medical records requested by insurers and/or their third parties using an
accessible, standardized, and user-friendly mechanism that also makes available tracking and
status of the request. (Directive to Take Action)

Fiscal Note: Modest - between $1,000 - $5,000

Received: 5/10/2024
RELEVANT AMA POLICY

Insurers Excessive Documentation Requirements and Claims Submission D-70.991
Our AMA will: (1) communicate with insurers that requires submission of medical record documentation for all Level 4 or Level 5 E & M codes that this practice is unacceptable and should be rescinded immediately; and (2) seek, if necessary, legal and governmental intervention to prevent any organization from requiring automatic and mandatory submission of medical record documentation for all CPT codes except unlisted procedures and codes with modifier-22. [Res. 827, A-00; Reaffirmed: CMS Rep. 6, A-10; Reaffirmed: CMS Rep. 01, A-20]