

AMERICAN MEDICAL ASSOCIATION HOUSE OF DELEGATES

Resolution: 715
(A-24)

Introduced by: Texas

Subject: Electronic Medical Records Submission

Referred to: Reference Committee G

1 Whereas, physicians are required to submit to insurers upon request medical records for pre-
2 and post-payment audits, the Healthcare Effectiveness Data and Information Set (HEDIS), risk
3 adjustment functions, and other insurer processes; and
4

5 Whereas, insurers and their third parties often do not allow electronic submission of the
6 requested medical records and require them to be faxed or mailed; and
7

8 Whereas, these requests for medical records have become more frequent, thereby interrupting
9 patient care, creating additional uncompensated administrative burden and inefficient use of
10 staff time and resources, and resulting in significant mailing and postage fees; and
11

12 Whereas, medical records faxed or mailed are often lost, misplaced, or separated, resulting in
13 claims denials and adverse determinations on appeals and audits concluding with loss of
14 revenue or recoupment of large sums of money; and
15

16 Whereas, insurers require physicians to conduct most business electronically (e.g., claims
17 submission, prior authorization, appeals and reconsiderations), and many no longer
18 communicate with physicians by mail (remittances, determinations, changes in policy, provider
19 bulletins, and the like); and
20

21 Whereas, physicians have been required to adopt electronic medical records at a substantial
22 cost; therefore be it
23

24 RESOLVED, that our American Medical Association support requiring insurers and their third
25 parties to provide a secure, standardized, no-cost, easily accessible, and user-friendly
26 mechanism to allow physicians to submit requested medical records and other documents
27 electronically on an online portal, in addition to any fax and mail options (New HOD Policy); and
28 be it further
29

30 RESOLVED, that our AMA support physicians' ability to track and see the status of the medical
31 record request on the portal (New HOD Policy); and be it further
32

33 RESOLVED, that our AMA advocate for legislation requiring insurers to accept electronic
34 submission of medical records requested by insurers and/or their third parties using an
35 accessible, standardized, and user-friendly mechanism that also makes available tracking and
36 status of the request. (Directive to Take Action)
37

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]

DRAFT