



PROVIDER ALERT

REQUESTS FOR MEDICAL RECORDS

SEPTEMBER 11, 2012

From time to time, ValueOptions or MHA may request medical records from providers for a variety of reasons. These requests are generally needed in conjunction with high priority issues and are requested to be sent in a timely manner.

Per MHA, effective immediately, providers not complying with medical records requests within the specified timeframe (generally two weeks, if no other timeframe is specified) may be temporarily suspended from being issued any new authorizations for care until all outstanding past due requests for medical records have been fulfilled.