

SEPTEMBER 2025

Medical Record Request

In accordance with 42CFR 480 as well as Chapter 1 of the QIO manual, Acentra Health will work within the following guidelines pertaining to information regarding review work performed under our contract(s) with the Centers for Medicare & Medicaid Services (CMS). Medical records and review documentation will be collected and maintained by the QIO. To request a copy of medical records, please follow the process defined below.

Region 1: CT, MA, ME, NH, RI, VT

Region 4: AL, FL, GA, KY, MS, NC, SC, TN

Region 6: AR, LA, NM, OK, TX

Region 8: CO, MT, ND, SD, UT, WY

Region 10: AK, ID, OR, WA

Mailing Address for all Regions: 1650 Summit Lake, Suite 102, Suite 900, Tallahassee, FL 32317

Procedure for accessing beneficiary information are as follows:

1. Requests must be received in writing clearly stating the name of the patient, practitioner, or institution. Written requests must include the patient's name, the requester's name and the relationship to the patient, or if a provider, the organization name as well as the name/title of person requesting information. If the person requesting information is a power of attorney (POA) they must submit a copy of the POA with the written request.
2. Once the written request is received, the requester will be contacted with the page count and price for the requested medical records as well as the cost of shipping. At that time, the requester will also be informed that we can only release medical records for the patient and the letters sent regarding this case. All other review documentation is non-discoverable in accordance with 42CFR 480.
3. If the requester agrees to the cost incurred, Acentra Health will then require a check in the mail for the total cost of the copies.
4. Once we have received the funds, Acentra Health will gather the medical records, redact out the names of all medical staff from the provider, and send them out to the requester.

If requesting the QIO determination letter, a request must be put in writing. Once received, a duplicate copy will be sent out at no charge.