



# FREQUENTLY ASKED QUESTIONS

## Fulfillment Schedule

For our Business Associates where we provide a remote service, Sharecare can provide daily fulfillment of release of information requests from the prior business day, excluding holidays and weekends. **\*This only applies if requests are being sent on a regular basis. See *Exceptions to Turnaround Times for more information*.**\* For our Business Associates fulfilled on-site, Sharecare can provide fulfillment of release of information requests on a regularly scheduled day and time. Frequency will be determined based on volume.

## Procedures

- **Sharecare** processes all payable requests, including, but not limited to, attorney, insurance, government and subpoena requests.
- **Sharecare** processes all patient requests.
- **Sharecare** processes all courtesy requests (doctor to doctor).

### **For requests described above:**

- Requests are securely emailed, faxed with a special coversheet or tasked through the EMR for Business Associates fulfilled remotely. They are typically left in a designated area of the facility for Business Associates fulfilled on-site.
- Each request requiring an authorization should be fully HIPAA compliant. Please review the HIPAA checklist provided for reference. Otherwise, the request should include, at a minimum:
  - Patient Name
  - Second Identifier (DOB)
  - Address to mail the records (Sharecare does not fax)
  - A description of what records are requested
- Please note for courtesy requests Sharecare will typically only produce up to about 30 pages or two years. Should requester follow up for additional records Sharecare will provide the additional records.

## Turnaround Time

### **BILLABLE REQUESTS:**

All billable requests will be sent to the requester when Sharecare receives payment for the records. Exceptions include all government requests, which are not held for invoicing, as well as preferred 3rd party requestors, insurance companies and attorneys.

### **NON-BILLABLE REQUESTS:**

All non-billable requests will be sent to the requester within 48 hours of Sharecare fulfillment of the request.

## Exceptions to Turnaround Times

- Special projects such as a departing physician, insurance drop, audit, etc.
- Turnaround time on special projects will be discussed on a case by case basis.
- If partner is not current with providing Sharecare requests daily.
- Other issues beyond the control of Sharecare (i.e., ISP has an outage, extreme weather conditions, etc.)

## Charges

Charges billed to the requester will be for the number of pages copied, postage, and by state statute guidelines. The documents will be either mailed directly to the requester or electronically fulfilled by Sharecare and all charges become the responsibility of Sharecare to collect.

**Should requesters have any questions in respect to fees, please have them contact our Sharecare Customer Service department @ 800-560-3800, option 2.**

## Exception Requests

For a Business Associate fulfilled *on-site*, we will complete an exception note and return, with the request/authorization, to the designated contact at the facility for review. For a Business Associate fulfilled *remotely*, Sharecare can provide an additional service whereby we identify, track and report on non-HIPAA compliant authorizations and requests.

- Each day Sharecare staff note any requests received that are not HIPAA compliant and generate a notification to be delivered to the requester.
- Notifications are delivered via facsimile or US Postal Service and detail the nature of the exception.
- Notifications include the address of the facility so the requester may provide updated, compliant documentation.

## Tracking Requests

Sharecare provides our partners with an online tracking tool to monitor request status at no cost. Please contact your local Client Success Manager for details.

## Certifications, Declarations and Affidavits

If requested, Sharecare will provide our own version of certification forms. Please note we are not able to complete the forms that typically come with the request as they almost always indicate they are to be signed by the custodian.

## Checks Received by Facilities

Should you receive any checks or payments related to release of information activities please forward them to the address below. Please send checks as you receive them to result in faster turnaround times.

**Sharecare Health Data Services, LLC**  
**P.O. Box 208937**  
**Dallas, TX 75320-8937**