



MEDICAL RECORD RETRIEVAL

PAYER RETRIEVAL

Close gaps, calculate risk scores, and pass audits without burdening providers.

FASTER, FRIENDLIER MEDICAL RECORD RETRIEVAL FOR PAYERS

Insurers depend on timely, complete charts to support RADV, Risk Adjustment, HEDIS, Stars, and other quality programs. Yet fragmented tools, manual chasing, and uneven provider responses slow reviews and compress timelines. Verisma Medical Records Retrieval (MRR) – Payer Retrieval is built to change that.

Verisma Payer Retrieval is a tech-enabled service for health plans and their coding/abstraction partners. Our platform and retrieval experts work together to request, track, and quality-check medical records across provider networks for RADV, Risk Adjustment, HEDIS, Stars, claims, and eligibility.

Record owners are encouraged to let us know their preferred method of sending their records (portal upload, fax, email, remote access, mail, onsite access) and can submit records in their desired format. Regardless of the format received, Verisma transforms the records into consistent, high-quality PDFs which then undergo rigorous QA (escalated outreach if it does not pass) and delivery.

Verisma focuses exclusively on retrieval, not coding, making us a neutral, best-of-breed partner to internal teams and coding/analytics vendors.

THE PAYER RETRIEVAL GAP EXISTS

Traditional retrieval approaches are tedious for internal teams and frustrating for providers.

Payer Retrieval Pain Points	The Verisma Difference
Manual chasing and rework	Sequenced, tech-enabled outreach coordinated through the Retrieval Platform reduces manual work and keeps projects on schedule.
Uneven response rates and yield	Provider-preference intelligence accelerates speed-to-request and improves yield.
Variable record quality	Human-in-the-Loop QA validates each record and triggers escalation if needed.
Provider abrasion	“Faster, friendlier retrieval” respects provider preferences, minimizing burden and confusion.
Limited visibility	Analytics for control reveal yield, cycle time, exceptions, and cost per retrieval.
Third party vendor conflicts	Vendor-neutral model fits seamlessly with coding/analytics partners.

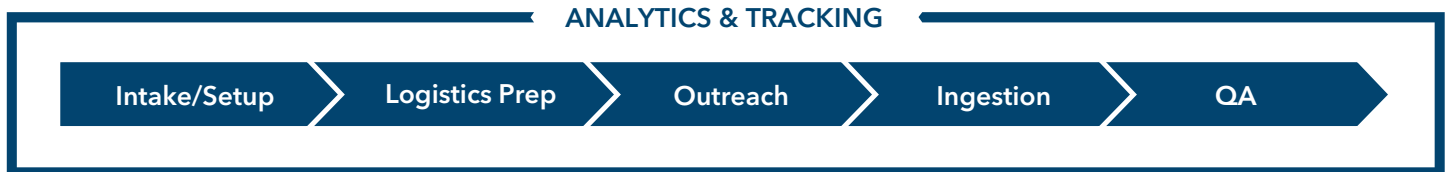
A BETTER RETRIEVAL MODEL FOR PAYERS

Programs We Support

- Retrieval for any project type, including:
 - Risk Adjustment
 - RADV, IVA, and other CMS or Medicaid audits
 - HEDIS, Stars, and other quality initiatives
- Targeted campaigns for:
 - Care gap identification and closure
 - Claims and eligibility support
- Retrospective, prospective, and concurrent review support

RETRIEVAL PROCESS AT A GLANCE

A clear, six-step path that turns complex record retrieval into predictable outcomes.



Why Organizations Trust Verisma Medical Record Retrieval

- ▶ 23+ years of provider-trusted Release of Information (ROI) and Health Information Management (HIM) services across payers and providers
- ▶ Vendor neutral retrieval-only partner that fits seamlessly beside internal teams and coding/analytics vendors
- ▶ 20K+ provider site relationships across health systems and clinics
- ▶ Strong client engagement, with regular communication and rapid escalation if anomalies arise in retrieval performance
- ▶ Technology-assisted QA that always keeps humans in the loop

Let's streamline your Medical Record Retrieval.

Contact us to explore how Verisma MRR can support your programs.

[verisma.com](https://www.verisma.com)

We do the hard work to make trust work.

