



MEDICAL RECORD RETRIEVAL

PROVIDER RETRIEVAL

Acquire outside records fast and complete review without burdening your ACO or care teams.

FASTER, FRIENDLIER MEDICAL RECORD RETRIEVAL FOR YOUR ACO AND CARE TEAMS

Care teams, ACOs, and patients rely on timely medical records to prepare for visits, coordinate care, and manage safe transitions. Yet outside records are often slow, incomplete, or difficult to track leading to delays, clinical blind spots, and added staff burden. Verisma Medical Record Retrieval (MRR) - Provider Retrieval is built to change that.

Verisma Provider Retrieval is a tech-enabled medical record retrieval service that combines a purpose built platform with experienced retrieval specialists. Together, they request, track, and quality-check records across provider networks to support pre-visit planning, transitions of care, quality reviews, care gap closure, risk adjustment scoring, and other ACO initiatives.

Record owners can submit records using their preferred method and format. Regardless of how records are received, Verisma standardizes them into high-quality PDFs, applies rigorous quality assurance, and escalates outreach as needed to ensure complete, reliable delivery.

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

THE PROVIDER RETRIEVAL GAP EXISTS

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

Provider Retrieval Pain Points	The Verisma Difference
Appointment delays	Visits stay on schedule and continuity of care improves by delivering complete outside records ahead of appointments.
Manual chasing and rework	Keeps clinicians at the top of their license by taking chart chasing and rework off their plate.
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.

A BETTER RETRIEVAL MODEL FOR PROVIDERS

Use Cases We Support

- Pre-visit planning and care coordination for complex referrals and new patient onboarding
- Transitions of care and second opinions (oncology, cardiology, ortho, and other specialties)
- Quality and care gap closure that includes readmission reviews and medication reconciliation
- ACO support, including retrospective, prospective and concurrent reviews for risk adjustment and quality measures (MIPS)

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.

