



## Medical Record Transfer Policy for Primary Care/Specialist Providers

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**Last Reviewed: June 20, 2018**

**Last Revised: June 20, 2018**

### **Policy:**

The medical record transfer policy ensures enrollees receive timely continuity of care when changing primary care or specialist provider. The guidelines are as follows:

#### **The policy is followed when the:**

- Primary care/specialist/behavioral health practitioner leaves the network.
- Primary care/specialist/behavioral health practitioner retires or leaves a practice.
- When an enrollee makes a change to another primary care/specialist/behavioral health practitioner.

### **Procedure:**

1. The enrollee must sign a HIPAA-approved medical record release to transfer the record to another provider.
2. The primary care/specialist/behavioral health practitioner must provide to the member the provider's office policy for the release of medical records and, if applicable, what the cost is to the patient.
3. The primary care/specialist/behavioral health practitioner is required to send pertinent sections of the medical record to the new primary care/specialist/behavioral health practitioner within ten (10) business days of the release. The provider should send the entire relevant record within thirty (30) business days. Medical record transfers will be processed more quickly if the enrollee's medical condition warrants it.

**Note: Charging an enrollee for the copying of their medical record is at the discretion of the provider's office and may not exceed \$.75 per page per New York State Law.** An individual cannot be denied access to their medical record information solely because he/she is unable to pay.