



Medical Record Request & Retrieval Built for Audit Success



The majority of Medicare fee-for-service improper payments were due to **insufficient or missing documentation.**¹

OVERVIEW

Obtaining complete medical records remains one of the most time-consuming and resource-intensive parts of healthcare auditing. Delayed responses, incomplete documentation, and manual follow-up efforts can significantly slow audit completion and increase administrative costs.

AuditMRR by Healthcare Fraud Shield streamlines medical record request and retrieval operations for healthcare payers. It centralizes provider outreach, record collection, tracking, and document management to help organizations retrieve records faster and improve audit efficiency.

STREAMLINE RECORD RETRIEVAL

AuditMRR simplifies every step of the retrieval process. From creating requests and monitoring provider responses to organizing received documentation, the solution provides complete visibility into retrieval workflows while maintaining compliance and security standards.

As part of the HCFS Audit Suite, AuditMRR integrates seamlessly with AuditSVRS and RecordPlus, creating a connected workflow that accelerates audits and improves operational performance.

KEY BENEFITS

- Efficient record requests
- Real-time request tracking
- Centralized record management
- Automated provider follow-up
- Secure & compliant workflows
- HCFSPPlatform integration

CLIENT VALUE EXAMPLES

Challenge: Audit teams spend significant time following up with providers for missing records.

Solution: AuditMRR automates outreach and tracking activities, helping teams retrieve documentation faster with less manual effort.

Challenge: Delays in receiving records extend audit cycle times and impact productivity.

Solution: AuditMRR provides centralized visibility into request status and document collection, improving turnaround times and audit readiness.

KEY OUTCOMES

- Faster record turnaround
- Higher retrieval rates
- Reduced audit delays
- Improved staff productivity
- Better documentation completeness
- Stronger audit accuracy



Contact us to learn more!

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¹<https://www.gao.gov/assets/gao-24-107487.pdf>
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