

# RECORDS RETRIEVAL, ORGANIZING & SUMMARIZATION SERVICES

Ever since 2010, Mangalam has offered offshore support for 'Record Retrieval'. On an average, our team processes over 6 million pages of records including medical, billing, pharmacy, radiology, claims, business, personal & payroll records required for litigation & insurance companies in the US every year. We can organize & index up to 100,000 pages of medical records every day, and this capacity can also be scaled up very easily. We work on MR8 and in-house developed MetaRecords systems to deliver high-quality services to our clients.

**Record Retrieval and Organizing:** Mangalam is a leading offshore support service provider for 'Record Retrieval' companies since 2004. Our team of experienced professionals retrieve medical, employment, social security, billing, insurance and other business records. Our experienced agents from medical/pharmacy background are proficient in processing requests, following-up, processing records, sorting & summarizing docs and delivering in a secure HIPAA-compliant environment within 8 hours. The team has a capacity to manage 1000 orders and organizing hundred thousand documents a day.

## Processing

- Validating all elements of HIPAA authorization (dates, signatures, scope etc.)
- Reconfirming the provider's details for successfully sending the request in first attempt
- Preparing record request by inserting the required data and special instructions
- Follow payers process of request communication through email & fax.

## Status & Follow-ups

- Confirming the receipt of request/pre-payment
- Checking for the additional document/payment
- Checking the turnaround time and updating call outcome on the client application
- Acquire records quickly by building a good rapport with providers

## Records Organizing/Chronology

- Organizing & Indexing medical records as per each Insurance companies and attorney's requirement (Progress note, Laboratory, Radiology, Diagnostic, History & Physical, Physician Orders, Medications, Nurse Notes and Physical Therapy etc.)
- Converting the documents in TIFF or PDF format

## Quality Assurance

- Confirm the Patient Name, DOB and SSN with the request and records received.
- Check image quality of the records, deleting blank and out-of-range pages.

## Medical Records Summarisation Services

Law firms and insurance companies as part of their primary business, are required to go through volumes of medical records for various reasons. These medical records are complex and contain a lot of abbreviation, medical terminology and often illegible handwritten notes. MITPL team of trained experts help these organizations by providing an accurate and well-organized medical summary which our clients can use in their primary business. We can provide these summaries in industry standard format or any specific format required by the client:

- Annotated Summary
- Comprehensive Summary
- Hyperlink & Bookmark Medical Records
- Narrative Summary
- Customized Summary
- Keyword Search and Analysis of Medical Records