Medical Record Request - VARIS

Policy and timelines for HealthChoice
Purpose of Request

The medical records acquisition process designed by VARIS and HealthChoice clearly outlines procedures and timelines, ensuring health care providers timely submission of health care records.
HealthChoice has contracted with VARIS LLC to conduct a review of acute inpatient claims reimbursed using the DRG payment methodology. The purpose of this review is to validate the accuracy of HealthChoice’s payment, including the verification of the diagnosis and procedure codes submitted on the UB-04 claim form.

To perform this review, HealthChoice has authorized VARIS LLC to request and receive medical records and billing documentation.
Timeline
Record Request Notification

Day 1
Initial Request
First medical record request will be sent to provider with 60-day deadline to submit medical records.

Day 30
Reminder Letter
Second medical record Request sent reminding providers of 60-day deadline.

Day 61
Final Request
Final letter notifying provider medical records were not received and allowing an additional 15 days to comply.

Day 76
Technical Denial
VARIS will notify HealthChoice which medical records were not received by deadline and 15-day extension.

It will be at HealthChoice’s discretion to allow medical records to be reviewed after deadline and reverse the technical denial status.
General Information

Medical record requests will be mailed to the attention of the provider’s medical records department. The request will include the following:

- HealthChoice introductory letter.
- VARIS medical record request.
- VARIS list of medical records requested.
- Cover sheet.

RECORDS SUBMISSION:

Medical Records can be submitted to VARIS LLC by mail, electronically (CD) or fax.

Medical records should be mailed to:

VARIS LLC
3915 Security Park Drive, Suite B
Rancho Cordova, CA 95742

Secure email: medicalrecords@varis1.com

Fax: 916-294-0844
Contact Information

VARIS LLC
3915 Security Park Drive, Suite B
Rancho Cordova, CA 95742

Phone: 916-294-0860
Email: medicalrecords@varis1.com
Fax: 916-294-0844