

San Francisco Medical Records Transfer Fee Policy for 2014

Health Net Members for the University of California

Overview As part of the introduction of an exclusive accountable care arrangement in San Francisco, Health Net will reimburse UC members to have your medical records transferred if you enroll with Hill Physicians – San Francisco for the first time.

Who's eligible? This will apply to each individual University of California member who has selected a new Hill Physicians primary care physician in San Francisco or San Mateo counties beginning on January 1, 2014.

Coverage This is being offered as a pilot only for the 2014 Plan Year which begins on January 1, 2014. The benefit will cover a medical record transfer or photocopying fee **up to \$50** per individual member.

Health Net requires that any medical record transfer fee reimbursement request be submitted **by July 1, 2014** in order to be eligible for coverage.

How to get reimbursed? If your current physician requires a fee to photocopy or transfer medical records, you should pay the physician's office, request a receipt, and then file a Health Net claim for reimbursement. A **Medical Record Transfer Fee claim form** is available online at www.healthnet.com/uc, just click on San Francisco – important 2014 changes. A separate claim form must be filed for each individual who is billed to transfer medical records.

Members must fill out **ONLY** the highlighted sections on the front of the Health Net claim form:

1. Subscriber information
2. Patient information
3. Spouse Dependent information (if applicable)
4. Authorization to obtain and release medical information (including your signature)

Attach the **PROOF OF PAYMENT**. This may include any of the following and is required for reimbursement:

- Copy of cancelled check or online bank statement
- Copy of credit card statement
- Provider receipt
- Itemized bill from provider that shows patient payment

If you need assistance filling out the claim form, please call Health Net Customer Service at 1-800-539-4072 (English & Spanish) or 1-800-995-0852 (TDD/TTY - Hearing assistance)