



LOGGING, TRACKING AND VERIFYING REQUEST

- ☐ **Receive Request**
- ☐ **Verify Request Validity**
Is this a valid request? Who is the requestor and what is the purpose of this request? What specific information is being requested?
- ☐ **Enter Request In Tracking Tool**
Where is the request being tracked and what information is captured in the tracking tool?



RETRIEVING CLAIM INFORMATION

- ☐ **Search For The Claim**
How many systems can the claim reside in? Are there legacy systems that still need to be accessed?
- ☐ **Determine if the Claim is On File**
Does the claim exist in your systems?
- ☐ **Retrieve On-site And Off-site Paper Files (If Applicable)**
Do off-site paper files need to be requested? What is the turnaround time?
- ☐ **Review Electronic Claim Files**



RELEASING ONLY AUTHORIZED INFORMATION

- ☐ **Match The Claim # With The Request**
Do the claim # and claimant match?
- ☐ **Examine & Verify Authenticity Of Claimant Information**
Is the claimant information correct on all parts of the request and claim file?
- ☐ **Determine If The Request Can Be Fulfilled**
Are there documents available in the file that fulfill the request? Is there any missing or incomplete information needed before the copies can be released?
- ☐ **Determine If The File Is Complete**
Have you included all of the information that is being requested and authorized for release?



SAFEGUARDING SENSITIVE INFORMATION

- ☐ **Examine & Review Every Page**
Has all confidential, legally protected or misfiled information been removed?
- ☐ **Determine What Information Can Be Released**
Is all the requested information authorized for release?
- ☐ **Encrypt And Password Protect Files Before Release**
Have you installed a method to encrypt the file and the delivery of the file? Does each file have a unique password?



COMPLETING & FULFILLING THE REQUEST

- ☐ **Duplicate The Files To Be Released**
Do you have a program to create electronic copies from an electronic and/or paper original file and combine them into one main copy?
- ☐ **Verify Claimant Identification On All Documents**
Does each document in the file have an identifier that proves it belongs to that claimant and the requested information?
- ☐ **Review Prepared Documents**
Do all the documents meet the demands of the request?
- ☐ **Prepare Documents For Distribution**
Has the final copy been through multiple phases of a quality control process?
- ☐ **Distribute Files To Requester**
What delivery confirmation tracking methods are used?
- ☐ **Return Files To Original Location**
Do paper files need to be sent back to off-site storage or re-filed into the on-site paper filing system?
- ☐ **Perform Ongoing Requester Customer Service As Required**
Have you received status calls or emails? Are they documented?