



# Release of Information

## Secure, HIPAA Compliant Exchange of Protected Health Information

Sharecare manages release of information requests, audits, and disability/ FMLA forms for healthcare organizations and utilizes actionable analytics for business efficiencies. We deliver efficient and timely healthcare information support designed to reduce the administrative burdens on healthcare.

In the Release of Information report published by KLAS in March 2021, Sharecare received the highest score for overall performance with 90.1 out of a possible 100 points. Sharecare also received the highest scores in quality of staff, engagement execution, executive involvement, and strength of partnership with 95% of its clients indicating they would hire the company again.



### All together, better.

Sharecare offers the strength of many trusted individual solutions, with options to bundle each component and create unified offerings for the entire healthcare ecosystem.



### Overview

Sharecare's Release of Information solution provides secure, HIPAA Compliant Exchange of Protected Health Information for patients and all others who request medical record information on a patient's behalf including but not limited to payors, practices, providers, attorneys, and insurers.

The processes necessary to secure the data through each step of medical record fulfillment can place a burden on staff, creating distractions that take away from the focus on patient care. Compounding this already daunting process is the reality that medical records are often stored in a variety of different formats including disparate EHR's, digital archive repositories and paper.

Missing or incomplete medical records can delay claims-based revenue, postpone FMLA and disability benefits, interrupt court cases and frustrate providers needing the correct information to provide optimal continuity of care for their patients.

### Security and Privacy Compliance

Sharecare offers Release of Information services using a compliant multi-step quality check to ensure every precaution is taken to protect the medical record. 100% of our ROI employees are Certified Release of Information Specialists (CRIS) and undergo annual HIPAA training.

### Enhanced Patient Experience

Sharecare removes the stress your patients experience when going to their provider's office to request their records. We make every effort to simplify the process to help patients and other requestors who are working on the patient's behalf.



99.999%

breach avoidance



1.5M+

audits completed annually



4.5M+

records processed annually



95%

staff retention



30

years of providing ROI services

To learn more about Sharecare, visit [sharecare.com](https://sharecare.com)