

January 24, 2024

The Honorable Senator Joe Baldacci,
The Honorable Representative Michele Meyer
Joint Standing Committee on Health and Human Services
Cross Building, Room 209, 287-1317
100 State House Station
Augusta, ME 04333

VIA EMAIL TO: JointCommittee.PublicHealth@malegislature.gov

Dear Senator Baldacci, Representative Meyer and Honorable Members of the Joint Standing Committee on Health and Human Services:

On behalf of MRO, I would like to submit the following letter in support of **LD 2151, An Act Regarding the Cost of Copies of Medical Records** sponsored by Representative Margaret Craven.

MRO is a provider of release of information (ROI) solutions to hospitals, health systems, physician practices, and other health care providers across the country for the secure, compliant, and efficient exchange of Protected Health Information (PHI). With a 20-year legacy and as a 10-time KLAS winner, MRO utilizes industry-leading solutions incorporating the latest technology to help providers and payers manage and exchange clinical data. MRO connects over 200 EHRs, 200,000 providers, 35,000 practices, and 1,000 hospitals while extracting more than 1.3 billion clinical records.

Due to the complicated, heavily regulated, and labor-intensive nature of ROI, most health care providers lack the resources and expertise needed to provide ROI services on their own. Despite advances in interoperability, retrieval of PHI cannot be achieved with a single click of a mouse. Patient records may be spread across multiple information systems and may include paper records in various locations. The ROI process involves up to 45 specific steps, each presenting its own complexities and compliance risks.

For this reason, a majority of hospitals and many other health care providers outsource ROI functions to MRO and other ROI vendors that provide PHI disclosure solutions utilizing technologies, workflows, and skilled staff to disclose PHI efficiently and cost-effectively and

in accordance with applicable law. By outsourcing the administrative burdens associated with ROI, health care providers can devote more of their resources to providing care to their patients.

Unfortunately, Maine law which governs the fees charged for the release of medical records has not been updated since 2013. Maine statute governs the fees charged to third party requestors while the federal Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act control the fees for when a patient requests their own records. LD 2151 is needed legislation to update the fees hospitals and other providers and their ROI vendor partners can charge third party requestors. An updated adjustment in the fee structure allows increased investment in technology to help medical records be delivered more quickly and efficiently and disclosed in a safe and secure manner.

Thank you for the opportunity to comment in support of LD 2151. Should you have any additional questions, please do not hesitate to contact me via email amorrell@mrocorp.com.

Sincerely,



Adrienne B. Morrell
Vice President, Government Relations

