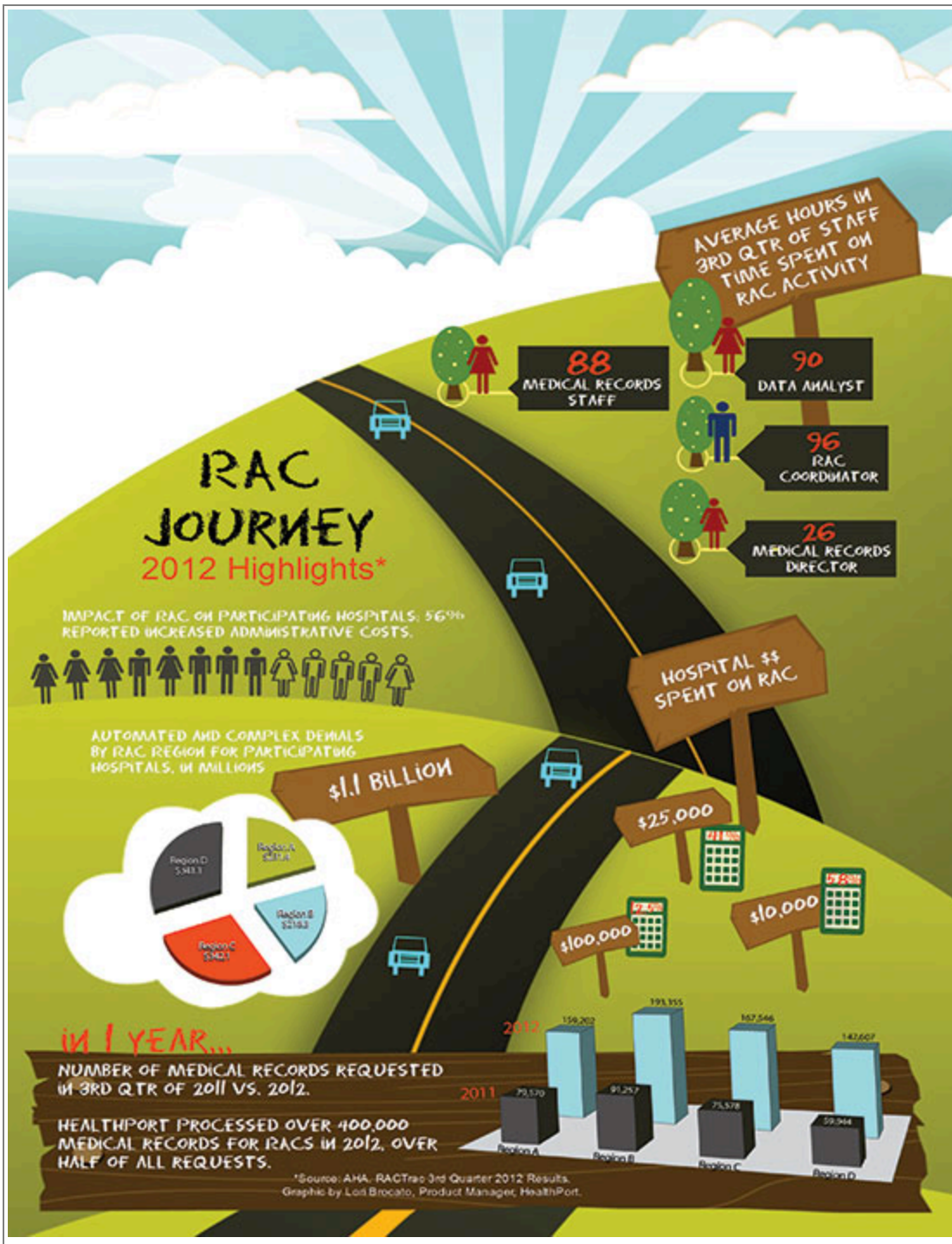


# HIM Staff RACing Up Record Requests

Save to myBoK

Healthcare claims auditors have inundated release of information staff and vendors this year with record requests, in part due to the aggressive Centers for Medicare and Medicaid Services' (CMS) Recovery Audit Contractor (RAC) initiative. RACs review provider bills and medical records to see if claims were over or underpaid by CMS. Release of information and audit management vendor HealthPort alone processed nearly 400,000 RAC audit requests in 2012-an increase of 65 percent from the previous year. And RACs are just one auditing group keeping HIM professionals busy. To cope with record request overload, HIM professionals should:

- Take a closer look at all RAC and non-RAC audit requests and continually track their volumes.
- Centralize receipt of record requests, fulfillment processing, and audit management activities to reduce redundancy and re-work.
- Plan for the deluge by ramping up staff and bolstering one's audit management software.

**Article citation:**

AHIMA. "HIM Staff RACing Up Record Requests" *Journal of AHIMA* 84, no.4 (April 2013): 74.