



**I. 13.1.5 Central Intake of Payer Audits and Medical Record Requests**

Chapter 13 - Clinical	Original Effective Date: February 2026
Section: 13.1 Clinical Policies	Date Last Reviewed:
Responsible Entity: Director, Health Information Management	Date Last Revised:

**II. Purpose**

To establish a mandatory, centralized workflow for handling physical and electronic correspondence received by clinical departments—such as payer audits, Recovery Audit Contractor (RAC) inquiries, and medical record requests—to meet strict payer deadlines, prevent financial recoupments, and ensure compliance with state and federal regulations.

**III. Scope**

This policy applies to all faculty, staff, students, residents, healthcare providers, researchers, contractors, or any other individual (collectively, Workforce Member, including employees and non-employees).

**IV. Policy**

Correspondence related to payer audits, claim reviews, or medical record requests must be routed to the Health Information Management (HIM) department within 24 hours of receipt when possible. Failure to timely route these documents may put the institution at financial risk. Staff must treat any communication containing the keywords or acronyms in Attachment A: Central Intake of Payer Audits and Medical Record Requests as Urgent/Time-Sensitive.

**A. HIM Intake Address**

1. For Physical/Interoffice Mail, send to HIM at the following address (HIM at the MARC will route to HIM Point of Contact (POC)).

Address:

UT Health - Health Information Management

8300 Floyd Curl MC 8308

San Antonio, Texas 78229

2. Email: [uthealthaudits@uthscsa.edu](mailto:uthealthaudits@uthscsa.edu)

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3. HIM Fax Number: 210-450-6058

#### B. Routing Protocol

1. Mailroom Staff: Letters should not be routed to individual clinics or provider mail codes and should only be sent to the HIM address.
2. Clinic/Department Staff: If a letter is delivered to a clinic location (e.g., MARC Neurology), the Practice Manager must scan and email the document to [uthealthaudits@uthscsa.edu](mailto:uthealthaudits@uthscsa.edu). Then mail the original copy via interoffice mail to the HIM Department.

#### V. Definitions

When used in this document, the following words have the meaning set forth below unless a different meaning is required by context.

Physical and Electronic Correspondence – physical mail, emails or faxes received pertaining to payer audits, RAC inquiries, or medical record requests.

#### VI. Related References

[CMS - Contractor Directory](#)

[Attachment A: Central Intake of Payer Audits and Medical Record Requests](#)

#### VII. Review and Approval History

The approving authority of this policy is the University Executive Committee.

Effective Date	Action Taken	Approved By	Approved Date
02/27/2026	Policy Origination	Executive Committee	02/27/2026