

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 19, 2011

<b>What's Inside:</b> Updated Fees for Medical Records
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## M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: MEDICAL RECORDS FEES

REFERENCE: CHILDREN'S DIVISION CHILD WELFARE MANUAL:  
SECTION 2, CHAPTER 4, ATTACHMENT A AND  
SECTION 3, CHAPTER 5, ATTACHMENT B

## DISCUSSION:

The purpose of this memorandum is to inform staff of a change in the maximum reimbursement rates for paying providers for medical records.

The maximum reimbursement rates for paying providers for medical records are changed effective February 1, 2011. The new amounts are:

- A copying fee of \$21.36 and 50 cents per page for the cost of supplies and labor;
- postage, to include packaging and delivery cost; and
- notary fee, not to exceed \$2.00, if requested.

The law does not set a limit on the charge for postage, packaging and delivery. When processing invoices allow the amount invoiced, unless you can document the amount is unreasonable.

Section 191.227 Revised Statutes of Missouri sets a base for the costs of copying records. The law requires the Missouri Department of Health and Senior Services (DHSS) to determine the new amounts each year. The new rate information is available on their website at:

[www.dhss.mo.gov/ProtectingThePublic/FeesMedicalRecords.html](http://www.dhss.mo.gov/ProtectingThePublic/FeesMedicalRecords.html).

The following table shows the changes for the handling and copy fees:

Effective Date	Handling Fees	Copies
02/01/2003	\$15.70	\$0.37
02/01/2004	\$16.33	\$0.38
02/01/2005	\$17.05	\$0.40
02/01/2006	\$17.77	\$0.42
02/01/2007	\$18.49	\$0.44
02/01/2008	\$19.31	\$0.46
02/01/2009	\$20.02	\$0.47
02/01/2010	\$20.65	\$0.49
02/01/2011	\$21.36	\$0.50

When Children's Division staff request and receive medical records from providers, all invoices for payment for those records must be submitted on a Payment Request. Specific instructions for completing the Payment Request are provided in the FACES Financial System Payment Handbook ([http://dssweb/fsd/administration/fmos/docs/faces\\_handbook\\_files.pdf](http://dssweb/fsd/administration/fmos/docs/faces_handbook_files.pdf)).

Immediately, allow the provider charges not to exceed these maximums for services provided on or after February 1, 2011.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children's Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Randall McDermit 751-8932 <a href="mailto:Randall.D.McDermit@dss.mo.gov">Randall.D.McDermit@dss.mo.gov</a>	<b>PROGRAM MANAGER</b> Amy L. Martin (573) 751-4920 <a href="mailto:Amy.L.Martin@dss.mo.gov">Amy.L.Martin@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b> <a href="#">Section 2, Chapter 4, Attachment A</a> <a href="#">Section 3, Chapter 5, Attachment B</a>	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A	
<b>RELATED STATUTE</b> <a href="#">Section 191.227 RSMo.</a>	

**ADMINISTRATIVE RULE**

N/A

**COUNCIL ON ACCREDITATION (COA) STANDARDS**

N/A

**CHILD AND FAMILY SERVICES REVIEW (CFSR)**

N/A

**PROTECTIVE FACTORS N/A**

Parental Resilience

Social Connections

Knowledge of Parenting and Child Development

Concrete Support in Times of Need

Social and Emotional Competence of Children

**FACES REQUIREMENTS**

N/A