

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

M E M O R A N D U M

TO: CHILDREN'S DIVISION AND CONTRACTED STAFF
FROM: DAVID WOOD, DIRECTOR
SUBJECT: MEDICAL RECORD FEES

DISCUSSION:

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

The maximum reimbursement rates for paying providers for medical records were changed effective February 1, 2020. The new amounts are:

- A copying fee of \$26.06 and \$0.60 cents per page for the cost of supplies and labor for copies in paper form
- An additional fee of \$24.40 if records are maintained off-site
- Copies provided electronically (e.g. disc, fax, email) have a maximum copying fee of \$114.17 total, whichever is less
- Postage to include packaging and delivery cost

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

<http://health.mo.gov/atoz/fees.php>

When Children's Division staff request and receive medical records from providers, all invoices for payment for those records must be submitted via Payment Request. Specific instructions for completing the Payment Request are provided in the FACES Financial System Payment Handbook.

<https://dssintranet.mo.gov/dfas/wp-content/uploads/sites/26/2020/07/FACESQuickReferenceforPayments.pdf>

Effective immediately, provider charges shall not exceed these maximums for services provided on or after February 1, 2020.

NECESSARY ACTION <ol style="list-style-type: none">1. Review this memorandum with all Children’s Division staff.2. Review revised Child Welfare Manual chapters as indicated below.3. All questions should be cleared through normal supervisory channels and directed to:	
PDS CONTACT Cari Pointer Cari.A.Pointer@dss.mo.gov	MANAGER CONTACT Kara Wilcox Kara.B.Wilcox-Bauer@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS Section 8, Chapter 7.2.12 Paying for Medical Records https://dssmanuals.mo.gov/child-welfare-manual/section-8-chapter-7-contracted-services-subsection-2-childrens-treatment-services-cts/	
FORMS AND INSTRUCTIONS NA	
REFERENCE DOCUMENTS AND RESOURCES NA	
RELATED STATUTE Section 191.227 RSMo.	