



Independent medical records review requirements

This is a reminder that as a California UnitedHealthcare commercial plan network care provider, it's your legal obligation and contractual requirement to respond to medical records requests in a timely manner.

What you need to know

When a member has applied for an independent medical review, California law requires both UnitedHealthcare and its contracted providers to provide requested medical records timely. Under your Agreement and Chapter 12 of the [UnitedHealthcare Provider Administrative Guide](#) you are required to promptly provide medical records upon request from UnitedHealthcare. Depending on the circumstances of the independent medical review request, records must be provided within 24/48/72 hours.

Not only is it important to the members who we both serve to provide the requested information on a timely basis, but there is the risk of penalties for providing these records outside the timelines. Under your Agreement you agreed to comply with both California law and the protocols contained within the UnitedHealthcare Provider Administrative Guide. Your Agreement also includes UnitedHealthcare's right to recoup penalties UnitedHealthcare pays to government agencies, like the Department of Managed Health Care, resulting from your failure to comply with the Agreement or California law.

Questions?

Connect with us through chat 24/7 in the [UnitedHealthcare Provider Portal](#).

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Oxford Health Plans (CT), Inc., All Savers Insurance Company, Tufts Health Freedom Insurance Company or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., Tufts Health Freedom Insurance Company or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH), or its affiliates.