

ChartSwap & CareCloud Partnership **FAQs**

What is the relationship between CareCloud and ChartSwap?

CareCloud Powered by ChartSwap was designed to significantly enhance the way medical & billing records are handled and accessed, enabling CareCloud’s providers to focus more time on delivering high-quality patient care. Through this partnership, ChartSwap will serve as CareCloud’s dedicated partner for handling 3rd party legal Release of Information (ROI) requests for medical & billing information at CareCloud provider locations.

Requestors, primarily law firms and record retrieval companies, will now be able to obtain medical records through ChartSwap’s secure and user-friendly platform. More details can be found at [CareCloud and ChartSwap Partner to Launch “CareCloud Powered by ChartSwap” to Streamline the Request for Information Process :: CareCloud, Inc. \(CCLD\)](#)

What types of 3rd party requests should we route to CareCloud/ChartSwap?

- **Legal Requestors:** All requests received by your practice from a law firm, including plaintiff and defense attorneys, should be routed to CareCloud/ChartSwap. Most often these are accompanied by a formal letter of request and signed authorization from the patient. Requests accompanied by a subpoena can also be routed to CareCloud for fulfillment
- **Record Retrieval Companies:** All requests received by your practice from a record retrieval company should be routed to CareCloud/ChartSwap. Most often these are accompanied by a formal letter of request and signed authorization from the patient.

**Over time, as requestors become aware that, they must “go-to-ChartSwap”, your practice should see a reduction in requests directly to your office.

What types of record request are fulfilled by CareCloud/ChartSwap?

- Medical Records
- Billing Records
- Balance Verifications
- Balance Reductions

**Only applicable to legal requestors (law firms) and record retrieval companies

How does the partnership with CareCloud and ChartSwap work?



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What types of requests are excluded from the partnership and should NOT be routed to CareCloud/ChartSwap?

- **Interoperability Requests:** Provider-to-Provider requests should NOT be routed to CareCloud/ChartSwap. These requests should still be fulfilled through the ordinary workflow your practice utilizes today.
- **Payor Requests:** Requests from Payors such as health insurance carriers (UHC, Aetna, Blue Cross/Blue Shield, etc...) should NOT be routed to CareCloud/ChartSwap. These requests should still be fulfilled through the ordinary workflow your practice utilizes today.

Does my practice have to sign-up or register for ChartSwap?

No! Your practice is already available for requestors to search on ChartSwap and submit 3rd party legal requests for medical and billing records. CareCloud is receiving and fulfilling those requests on your behalf. If your practice is receiving third-party legal requests or, requests from record retrieval companies via other means, you can forward them to HID@CareCloud.com and the request will be processed on your behalf.

In order to limit the amount of requests coming to your office in the future you may also contact the requestor and let them know that record requests to your practice should be directed to www.ChartSwap.com going forward.

If my office is contacted by a law firm or record retrieval company to provide medical or billing records, should I direct them to submit their request via ChartSwap?

Yes! Legal requestors and record retrieval companies can use www.ChartSwap.com to register as users to submit their medical or billing requests.

**Most law firms and record retrieval companies are already registered as requestors on the ChartSwap platform.

Where should I send mail and/or fax requests my practice receives in-office?

Effective immediately, if you receive mail and/or fax requests in-office from legal requestors (law firms) or record retrieval companies, you can forward them to HID@CareCloud.com and the request will be processed on your behalf. If a phone call is received from a legal requestor (law firm) or record retrieval company, simply tell them to “Go-to-ChartSwap.com to submit the request”

Should I modify my practice website to inform requestors to “go-to-ChartSwap” for fulfillment?

Yes! This is mostly commonly placed on your “Contact Us” or “Release of Information” page. Simple messaging that reads:

“If you’re a law firm or record retrieval company, please go to www.ChartSwap.com to submit your request for records”

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Who should I contact at Care Cloud if I have questions?

Al Nardi

SVP Strategy and Chief Compliance Officer

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Who can I direct requestors to if they have questions about ChartSwap?

Please direct requestor questions to info@chartswap.com or use their web site for online chat [Contact Us | ChartSwap HIPAA Compliant Medical Record Software](#)

How does CareCloud/ChartSwap ensure my patient data is secure and protected?

Chartswap is HITRUST and SOC 2 Type II certified. ChartSwap meets HIPAA guidelines for compliance in our policies and technical safeguards. The software is built on the SalesForce.com platform, which is recognized as having a leading security infrastructure with world-class physical, administrative and technical security safeguards.

ChartSwap also has comprehensive information security and privacy policies. With advanced event monitoring, ChartSwap administrators receive detailed reports accounting for every action that occurs on the system.