

Frequently Asked Questions

Q: What is Veradigm® eChart Courier™ (eCC)?

A: Veradigm eCC is a clinical data exchange solution that automates patient medical chart retrieval.

- Automatically shares patient medical charts with authorized requestors, eliminating the need to allocate time and resources to manually pull those patient medical charts
- Facilitates transmission of patient medical charts requested by participating authorized requestors
- Performs patient matching to ensure the patient medical chart is pulled for the correct patients
- Provides patient medical charts back to the authorized requestor in an encrypted format
- Generates reports to show which patient medical charts were sent and to whom

Q: What data is being pulled from Practice Fusion?

A: Veradigm eCC pulls patient medical charts, including patient health information, from patients who have not otherwise prohibited their data from being shared. Veradigm eCC will not pull data where the provider has flagged that the patient has requested that their data not be shared.

Veradigm requires authorized requestors to comply with all applicable laws and Veradigm standards when obtaining patient authorizations.

Q: How do I know which medical charts have been retrieved from my EHR?

A: To see which patient medical charts have been pulled you need to request access to the eCC dashboard. To view patient medical charts that have been requested and fulfilled, you can request access to the eCC dashboard by emailing eccsupport@veradigm.com or via the Activity and Audit feed report.

Q: Where is the patient medical chart being sent?

A: Veradigm eCC automatically exchanges patient medical charts with authorized requestors. In addition to health plans, authorized requestors may include life insurers, governmental entities, workers compensation insurers, and law firms.

Q: For what purpose will patient medical charts be used by authorized requestors?

A: Authorized requestors often need to evaluate patient medical charts for claims and other purposes. For example, a health plan may request a patient's medical chart to support appropriate provider reimbursement, to meet Medicare reporting requirements or for other health care operations purposes of the health plan. In another example, a life insurer may use a patient's medical chart to underwrite a life insurance policy or evaluate a claim.

Q: What do I need to do to ensure my practice's medical charts will be included in eCC?

A: Encounters must be finalized and signed off before they become eligible for retrieval.

Q: How do I opt out?

A: If you would like to opt out of Veradigm eCC, please [click here](#). Veradigm eCC will be implemented beginning November 2022, but you can choose to opt out any time.

A: If you decide to opt out of Veradigm eCC, a member of our team may contact you to answer any questions you may have.

Q: Our group already has an existing agreement in place for Veradigm eCC. Will that agreement change?

A: No. For those who already have an existing agreement in place for Veradigm eCC, Veradigm will continue to provide services according to the terms and conditions of your current agreement.

