



Medical Record Retrieval Updates

Due to the Change Healthcare outage, HAP is partnering with Optum/Episource, LLC to retrieve all medical record requests for Commercial Risk Adjustment 2023 dates of services.

All medical record requests received from Change Healthcare should be sent to Optum/Episource, LLC. Please contact an Episource Representative to schedule your preferred retrieval method. They can be reached at **1-855-874-1852** or **1-855-216-9420**.