



MISSOURI HOUSE OF REPRESENTATIVES  
**WITNESS APPEARANCE FORM**

BILL NUMBER: <b>HB 2221</b>		DATE: <b>4/9/2024</b>	
COMMITTEE: <b>Veterans</b>			
<b>TESTIFYING:</b> <input checked="" type="checkbox"/> IN SUPPORT OF <input type="checkbox"/> IN OPPOSITION TO <input type="checkbox"/> FOR INFORMATIONAL PURPOSES			
<b>WITNESS NAME</b>			
<b>INDIVIDUAL:</b>			
WITNESS NAME: <b>CARTER BROOKS TEMPLETON</b>		PHONE NUMBER:	
BUSINESS/ORGANIZATION NAME:		TITLE:	
ADDRESS:			
CITY:		STATE:	ZIP:
EMAIL: <b>cbtr52@missouri.edu</b>	ATTENDANCE: <b>Written</b>	SUBMIT DATE: <b>4/8/2024 7:31 PM</b>	
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My name is Carter Brooks Templeton. I am an attorney who practices veterans law, specifically at the Mizzou Law Veterans Clinic. Our Clinic provides representation to veterans regarding VA disability claims and discharge upgrades, free of charge. I support Missouri House Bill 2221. Access to medical records is essential for veterans and their representatives when applying for VA benefits. These records serve as vital evidence in supporting their VA claims. In fact, one of the key elements to supporting a claim for VA benefits is a current diagnosis of a medical condition. Evidence of this current diagnosis most always lies in the veteran's medical records. The financial burden of obtaining these records can be significant, especially so for those who may already be facing financial challenges. Our office has often been charged fees for requesting medical records on behalf of the veterans we serve and represent. House Bill 2221 eases the financial strain on veterans and their representatives. The bill eliminates another hurdle for them and allows veterans to focus on their health and well-being rather than worrying about the costs associated with accessing their medical history to support claims for the compensation they are entitled to. /s/ Carter Brooks Templeton



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<b>WITNESS NAME</b>			
<b>BUSINESS/ORGANIZATION:</b>			
WITNESS NAME: <b>FELICIA VON HOLTEN</b>		PHONE NUMBER: <b>417-616-2402</b>	
BUSINESS/ORGANIZATION NAME: <b>PARMELE LAW FIRM</b>		TITLE: <b>ATTORNEY</b>	
ADDRESS: <b>1595 EAST PRIMROSE</b>			
CITY: <b>SPRINGFIELD</b>		STATE: <b>MO</b>	ZIP: <b>65804</b>
EMAIL:	ATTENDANCE:	SUBMIT DATE: <b>4/9/2024 12:00 AM</b>	
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<b>WITNESS NAME</b>			
<b>INDIVIDUAL:</b>			
WITNESS NAME: <b>JUSTIN ANDES</b>		PHONE NUMBER:	
BUSINESS/ORGANIZATION NAME:		TITLE:	
ADDRESS:			
CITY:		STATE:	ZIP:
EMAIL:	ATTENDANCE:		SUBMIT DATE: <b>4/9/2024 12:00 AM</b>
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<b>WITNESS NAME</b>			
<b>REGISTERED LOBBYIST:</b>			
WITNESS NAME: <b>NANCY R. MOGAB</b>		PHONE NUMBER: <b>314-884-7502</b>	
REPRESENTING: <b>MISSOURI ASSOCIATION OF TRIAL ATTORNEYS</b>		TITLE:	
ADDRESS: <b>130 SOUTH BENESTON, SUITE 20</b>			
CITY: <b>ST. LOUIS</b>		STATE: <b>MO</b>	ZIP: <b>63105</b>
EMAIL:	ATTENDANCE:	SUBMIT DATE: <b>4/9/2024 12:00 AM</b>	
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<b>WITNESS NAME</b>			
<b>INDIVIDUAL:</b>			
WITNESS NAME: <b>RANDY ALBERBASKY</b>		PHONE NUMBER:	
BUSINESS/ORGANIZATION NAME:		TITLE:	
ADDRESS:			
CITY:		STATE:	ZIP:
EMAIL:	ATTENDANCE:		SUBMIT DATE: <b>4/9/2024 12:00 AM</b>
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<b>WITNESS NAME</b>		
<b>INDIVIDUAL:</b>		
WITNESS NAME: <b>SUSAN GIBSON</b>		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE:      ZIP:
EMAIL: <b>Onesuegibson@protonmail.com</b>	ATTENDANCE: <b>Written</b>	SUBMIT DATE: <b>4/6/2024 6:30 AM</b>
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<b>WITNESS NAME</b>			
<b>BUSINESS/ORGANIZATION:</b>			
WITNESS NAME: <b>ADRIENNE MORRELL</b>		PHONE NUMBER: <b>202-680-2026</b>	
BUSINESS/ORGANIZATION NAME: <b>MRO</b>		TITLE: <b>VICE PRESIDENT, GOVERNMENT RELATIONS</b>	
ADDRESS: <b>1000 MADISON AVENUE</b>			
CITY: <b>NORRISTOWN</b>		STATE: <b>PA</b>	ZIP: <b>19403</b>
EMAIL: <b>amorrell@mrocorp.com</b>	ATTENDANCE: <b>Written</b>	SUBMIT DATE: <b>4/9/2024 9:36 AM</b>	
<b>THE INFORMATION ON THIS FORM IS PUBLIC RECORD UNDER CHAPTER 610, RSMo.</b>			

April 9, 2024 Missouri House of Representatives Chairman Dave Griffith Veterans Committee House Hearing Room 1201 West Capitol Avenue Jefferson City, MO 65101 RE: **OPPOSITION to HB 2221 VIA EMAIL** Dear Members of the Committee: On behalf of MRO, I would like to submit the following testimony in opposition to HB 2221. MRO is a provider of release of information (ROI) solutions to hospitals, health systems, physician practices, and other health care providers in Missouri and across the country for the secure, compliant, and efficient exchange of Protected Health Information (PHI). With a 20-year legacy and as a 10-time KLAS winner, MRO utilizes industry-leading solutions incorporating the latest technology to help providers and payers manage and exchange clinical data. MRO connects over 200 EHRs, 200,000 providers, 35,000 practices, and 1,000 hospitals while extracting more than 1.3 billion clinical records. Due to the complicated, heavily regulated, and labor-intensive nature of ROI, most health care providers lack the resources needed to provide ROI services on their own. Despite advances in interoperability, retrieval of PHI cannot be achieved with a single click of a mouse. Patient records may be spread across multiple information systems and may include paper records in various locations. The ROI process involves up to 45 specific steps, each presenting its own complexities and compliance risks. For this reason, a majority of hospitals and many other health care providers in Missouri outsource ROI functions to MRO and other ROI vendors that provide PHI disclosure solutions utilizing technologies, workflows, and skilled staff to disclose PHI securely, efficiently, and cost-effectively and in accordance with applicable law. By outsourcing the administrative burdens associated with ROI, health care providers can devote more of their resources to providing care to their patients. It is important to note that the Federal Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act control the fees for when a patient requests their own records while state statutes govern the fees charged to third party requesters. MRO, and others in the ROI industry, devote significant resources to fulfilling access and requests for PHI in a safe and secure manner on behalf of our health care provider clients and their patients. Unfortunately, HB 2221 would shift costs to these hospitals and other medical providers by reducing fees charged to third party requesters who play no role in care coordination or delivery of confidential patient information to patients and health care providers. For these reasons stated above MRO is opposed to HB 2221. Thank you for the opportunity to submit testimony on HB 2221. It is our hope to continue working with you and your colleagues on a workable solution to ensure medical records are fulfilled in a safe and cost-effective manner. Should you have any additional questions, please do not hesitate to contact me via email amorrell@mrocorp.com. Sincerely, Adrienne B. Morrell Vice President, Government Relations



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<b>WITNESS NAME</b>		
<b>INDIVIDUAL:</b>		
WITNESS NAME: <b>ARNIE C. "HONEST-ABE" DIENOFF-STATE PUBLIC ADVOCATE</b>		PHONE NUMBER:
BUSINESS/ORGANIZATION NAME:		TITLE:
ADDRESS:		
CITY:		STATE:      ZIP:
EMAIL: <b>arniedienoff@mail.com</b>	ATTENDANCE: <b>In-Person</b>	SUBMIT DATE: <b>4/9/2024 11:45 PM</b>

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**I am Opposed to this Bill and giving a "Free-Pass" to Attorneys obtaining Certified Medical Records and Documents.**





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<b>WITNESS NAME</b>			
<b>REGISTERED LOBBYIST:</b>			
WITNESS NAME: <b>CHASE CAMPBELL</b>		PHONE NUMBER: <b>573-864-0972</b>	
REPRESENTING: <b>WINTON POLICY GROUP-BJC HEATLH</b>		TITLE:	
ADDRESS: <b>124 EAST HIGH STREET</b>			
CITY: <b>JEFFERSON CITY</b>		STATE: <b>MO</b>	ZIP: <b>65101</b>
EMAIL:	ATTENDANCE:	SUBMIT DATE: <b>4/9/2024 12:00 AM</b>	
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<b>WITNESS NAME</b>			
<b>REGISTERED LOBBYIST:</b>			
WITNESS NAME: <b>DOUG NELSON</b>		PHONE NUMBER: <b>573-690-7209</b>	
REPRESENTING: <b>CLARKSTON NELSON, ASSOCIATION OF HEALTH INFORMATION OUTSOURCING SYSTEMS (AHIOS)</b>		TITLE:	
ADDRESS: <b>235 B. HIGH STREET</b>			
CITY: <b>JEFFERSON CITY</b>		STATE: <b>MO</b>	ZIP: <b>65101</b>
EMAIL:	ATTENDANCE:	SUBMIT DATE: <b>4/9/2024 12:00 AM</b>	
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<b>WITNESS NAME</b>			
<b>BUSINESS/ORGANIZATION:</b>			
WITNESS NAME: <b>ELIZABETH MCELHINEY</b>		PHONE NUMBER:	
BUSINESS/ORGANIZATION NAME: <b>AHIOS</b>		TITLE: <b>REGULATORY CHAIR</b>	
ADDRESS: <b>1750 FOUNDERS PARKWAY, SUITE130</b>			
CITY: <b>ALPHARETTA</b>		STATE: <b>GA</b>	ZIP: <b>30009</b>
EMAIL: <b>emcelhiney@verisma.com</b>	ATTENDANCE: <b>Written</b>	SUBMIT DATE: <b>4/9/2024 9:38 AM</b>	

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April 9, 2024 Missouri House of Representatives Chairman Dave Griffith, Veterans Committee House Hearing Room 1201 West Capitol Avenue Jefferson City, MO 65101 Dear Chairman Griffith and Honorable Members of the Veterans Committee: My name is Elizabeth McElhiney and I serve as Regulatory Chair at the Association of Health Information Outsourcing Services (AHIOS). On behalf of AHIOS, I provide this written testimony in opposition to House Bill 2221. AHIOS was established in 1996 with a mission to strengthen and enhance the Health Information Management (HIM) outsourcing industry while promoting excellence in the handling and dissemination of confidential patient-identifiable information. To this end, a large component of our work as an organization is focused on pursuing fair and equitable legislative, regulatory, and legal processes that support the release of confidential patient information. AHIOS member companies' services are often provided at no cost to a healthcare organization; our companies operate on the state-regulated fees paid by third-party requesters. Ultimately, our goal as an organization and industry is to support healthcare organizations in keeping their patients' data secure yet accessible. By partnering with an AHIOS member company, healthcare organizations gain not only operational and financial relief from the ever-growing burden of medical records requests, but they also provide a more efficient, effective, and secure solution for accessing medical records to the constituent that matters most: the patient. Hospitals and other healthcare providers have found such value in utilizing release of information (ROI) companies that more than 80% of hospitals and an estimated 50% of ambulatory clinics have elected to outsource this function nationally. The ROI Process While interoperability between electronic medical record (EMR) applications remains a key national goal, the reality is that a patient's electronic medical records cannot be retrieved with a single click of a mouse. Patient records are often spread across multiple record systems and may still involve paper charts and microfilm records; it requires approximately 45 steps to fulfill a single request for medical records. , Most healthcare providers and organizations have opted to outsource ROI as the process has become increasingly complicated, regulated, and labor-intensive. The previous workflow contains a significant number of human interventions. Our member companies develop specialized training courses and materials to educate their ROI Specialists on, at minimum, Idaho law, federal law, a provider's policies and procedures, industry best practices, customer service, the handling of specially protected records, such as genetic testing results and alcohol/drug abuse treatment records. ROI specialists may hold degrees in Health Information Management, Healthcare Administration, and Health Informatics. AHIOS has developed the Certified Release of Information Specialist (CRIS) exam to reflect the subject matter expertise and commitment to ongoing education required to work as a ROI Specialist. Our member companies have made similar, significant investments in proprietary technologies that enable the secure collection of patient data from disparate locations and formats, compilation of a complete file, and the subsequent secure

distribution of PHI - performing a vital function in fulfilling medical records requests across the healthcare ecosystem. These technologies allow our companies to provide patients and other requesters with additional delivery methods and a faster fulfillment of their request. In conclusion, AHIOS believes the request in HB 2221 would result in additional financial and administrative burdens being placed on medical providers without proper reimbursement by the entities requesting records. We appreciate the opportunity to provide this written testimony in opposition to HB 2221. AHIOS hopes to continue working with you and your colleagues if there are additional plans to update 191.227. Should you have any additional questions, please feel free to contact me via email at [emcelhiney@verisma.com](mailto:emcelhiney@verisma.com). Sincerely, Elizabeth Notz McElhiney, MHA, CHPS, CPHIMS Regulatory Chair, AHIOS



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<b>REGISTERED LOBBYIST:</b>			
WITNESS NAME: <b>JEFF HOWELL</b>		PHONE NUMBER: <b>573-636-5151</b>	
REPRESENTING: <b>MISSOURI STATE MEDICAL ASSOCIATION</b>		TITLE:	
ADDRESS: <b>113 MADISON STREET</b>			
CITY: <b>JEFFERSON CITY</b>		STATE: <b>MO</b>	ZIP: <b>65101</b>
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