

Notice of Delay (NOD) Correspondence Letters

Introduction

For most states, a Covered Entity (CE) must comply with a request for medical records within 30 days. If a CE is unable to provide access within 30 calendar days -- for example, where the information is archived offsite and not readily accessible -- the covered entity may extend the time by no more than an additional 30 days. To extend the time, the covered entity must, within the initial 30 days, inform the individual in writing of the reasons for the delay and the date by which the covered entity will provide access. Only one extension is permitted per access request.



Note: Some states require a Notice of Delay (NOD) letter to be sent in less than 30 days.

HealthSource Notice of Delay Correspondence Letters

A Notice of Delay Correspondence Letter is sent from HealthSource by following the standard Correspondence Letter workflow and selecting a Notice of Delay Letter Reason(s) from the Create Correspondence screen.

A screenshot of the "Create Correspondence" screen in HealthSource. At the top, it shows "Site Location: 014818 - Hospital Good Health" and "eRequest ID: 11031561". Below this is a section titled "Create Correspondence" with a "Reason(s):" label. There are several checkboxes: "Notice of Delay Letter" (checked), "Clinical Treatment Research study" (checked), "Medical record unavailable due to analysis" (unchecked), "Patient in hospital" (unchecked), "Pending health care provider's approval" (unchecked), "Records archived offsite and not readily accessible" (unchecked), and "Technical issues in retrieving" (unchecked).

When a **Notice of Delay Letter Reason(s)** is selected and the request **submitted**, HealthSource will automatically create a new request, from which the NOD Correspondence Letter will be automatically sent. The current requests status will not change.

The new request created is called the 'child' request. The original request is called the 'parent' request.



Note: No action is required to be taken on the 'child' request for the NOD Correspondence Letter to be sent.

Locating Requests After a NOD is Sent

Requests for which NOD Correspondence Letters have been sent can be located by applying the "Yes" or "All" filter to the **Notice of Delay** drop-down located in the **Additional Request Details** section of the **Request Search** screen.

A screenshot of the "Additional Request Details" section in the Request Search screen. It contains several filter fields: "Certification Required:" (dropdown menu with "All" selected), "STAT Required:" (dropdown menu with "All" selected), "Notice Of Delay:" (dropdown menu with "All", "Yes", and "No" options, where "All" is highlighted), "Requester Name/Number:" (text input field), "Request Intake Type:" (dropdown menu with "All" selected), and "MTQ Hold Period:" (dropdown menu with "All" selected).

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Notice of Delay (NOD) Correspondence Letters, Continued

Search Results for Requests after NOD sent

Requests for which a NOD has been sent are displayed in the **Search Results** screen with a pink background color.

STAT / Priority	Site ID	eRequest ID	Group ID	Requester Name	Requester Class	Patient Name	DOB	Intake Date	Facility Rcvd Date	Days Due	Request Status	Reason
	20080 - D...	11031341		LAW ...	Attorney	frjmEgc InAV...	01/01/2001	02/24/2022...	02/24/2022		Ready to Fulfill	
	20080 - D...	11031345		LAW ...	Attorney	frkHTRZ InItS...	01/01/2001	02/24/2022...	02/24/2022		Ready to Fulfill	
	20080 - D...	11031358		LAW ...	Attorney	frucTDI InWa...	01/01/2001	02/24/2022...	02/24/2022		Ready to Fulfill	

Request History of NOD Correspondence

The creation of the 'child' request and the child request **eRequest ID** is documented in the **Request History** of the 'parent' request.

Date	User Name	Event Description
02/24/2022 01:20 PM	John Doe	Fulfillment request fetched
02/24/2022 03:05 AM	Selenium Automation 1	Notice of Delay correspondence letter generated for child request (eRequest ID: 11031207).
02/24/2022 03:05 AM	Selenium Automation 1	Fulfillment request fetched

The **eRequest ID** of the 'parent' request is documented in the **Request History** of the 'child' request.

02/24/2022 03:05 AM	ROI	Request State changed to DATA_ENTRY
02/24/2022 03:05 AM	Selenium Automation 1	Notice of Delay correspondence request (eRequest ID: 11031207) created from parent request (eRequest ID: 11031205).
02/24/2022 03:05 AM	Selenium Automation 1	Fulfillment correspondence submitted with reason(s): Clinical Treatment Research study. Pending health care provider's approval

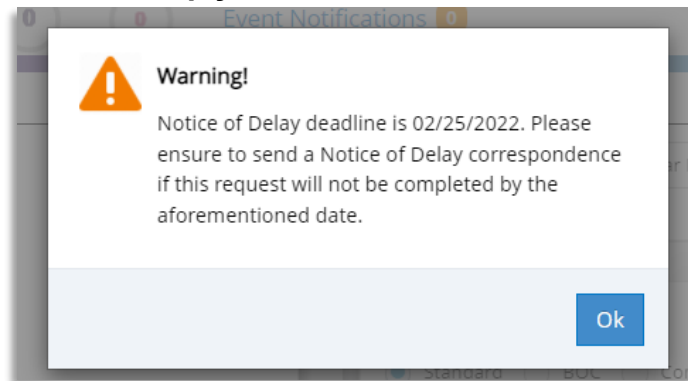
Notice of Delay Notification Pop-up Window

Introduction

The **Notice of Delay Notification Pop-up** window provides a visual indicator that the **Time to Comply Deadline** is approaching for a request and a NOD Correspondence Letter should be sent if the request will not be completed by the **Time to Comply Deadline**.

When Pop-up Window Appears

The NOD Notification pop-up window appears when a request is accessed only if the current date is within 5 business days of the **Time to Comply Deadline**.



Time to Comply Deadline

The **Time to Comply Deadline** generally is 30 days from the **Facility Received Date** of a request but can vary depending on State laws and requester specifics.

Invoice Codes

Invoice Type	Request Type	Primary Reason	Secondary Reason	Special Processing Reasons - Available in Fulfillment
1	Attorney	Subpoena	Subpoena	
1	Government	Subpoena		
2	Insurance	Workers Comp	Standard Workers Comp	
2	Attorney	Workers Comp	Workers Comp	
3	Government	State DDS		
4	Government	Social Security/Disability	Social Security Application	
4	Attorney	Social Security/Disability	Social Security Claim/Application	
5	Facility	Business Office Copy /Risk Management		
6	Patient	Patient Personal		
7	Attorney	Attorney	Personal Injury	
10	Patient	Patient Transfer		
11	Attorney	2nd Request		
11	Insurance	Insurance	2nd Request Insurance	
11	Patient	2nd Request Not Work Comp	2nd Request Not Work Comp	
12	Insurance	Utilization Review		
12	PAYI	Utilization Review		
14	Government	Workers Comp Board		
16	Attorney	Court Issued	Court Issued	
16	Attorney	Court Issued	Court Issued	
17	Government	Agency	OMAP	
18	Insurance	Workers Comp	2nd Request Workers Comp	
18	Attorney	Attorney	Workers Comp 2nd Request	
19	Government	Agency	Dept Of Health Human Services	
20	Attorney	Workers Comp	Workers Comp Subpoena	
22	Attorney	Attorney	Defense Attorney	
23	Attorney	Attorney	Defense Subpoena	
23	Attorney	Attorney	Defense Subpoena	
24	Insurance	Disability	Short Term/Long Term Claim	
24	Insurance	Insurance	Standard Insurance Claim Payment	
24	PAYI	Standard Insurance Claim Payment		
25	Attorney	Attorney		Radiology Physical (Silver) Films
25	Continuing Care	Continuing Care		Radiology Physical (Silver) Films
25	Hospital	Hospital	Choose appropriate secondary reason	Radiology Physical (Silver) Films
25	Insurance	Insurance		Radiology Physical (Silver) Films
25	Patient	Patient		Radiology Physical (Silver) Films
26	Facility	Special Project		
27	Insurance	Insurance	Underwriting	
29	Insurance	Insurance	BC BS Claim	
30	Attorney	Attorney	Hospital Lien	
30	Attorney	Attorney	Hospital Lien	
30	Insurance	Insurance		
31	Government	Agency	Voc Rehab	
32	Government	Agency	MI Family	
35	Insurance	Medicare/Medicaid	Medicare Medicaid Utl Review	
35	Government	Government Audit	Utilization Review Medicare & Medicaid	
36	Attorney	Attorney		Special Rate
36	Insurance	Insurance	Choose appropriate secondary reason	Special Rate
36	Patient	Patient		Special Rate
39	Insurance	Audit of Claims	HEDIS Audit	
39	PAYI	HEDIS Audit		
40	Government	Dept of Welfare	Dept of Welfare	
41	Government	Agency	County	
42	Government	Agency	Family and Child	
47	Government	Attorney	State Attorney	
47	Attorney	Attorney	State Attorney Office	
47	Attorney	Attorney	State Attorney Office	
48	Government	Attorney	Attorney General	
49	Government	Agency	Probation	
50	Insurance	MRA-Medicare Risk Adjustment	MRA-Medicare Risk Adjustment	
50	PAYI	MRA-Medicare Risk Adjustment		
51	Attorney	Subpoena	Criminal	
52	Continuing Care	Continuity of Care		
52	Continuing Care	Continuity of Care		
52	Hospital	Continuity of Care		
53	Government	Veterans Affairs		
53	Attorney	Veterans Disability		

Invoice Type	Request Type	Primary Reason	Secondary Reason	Special Processing Reasons - Available in Fulfillment
53	Attorney	Veterans Disability		
53	Patient	Veterans Disability		
54	Hospital	Hospice	Hospice	
55	Attorney	Social Security Appeal	Social Security Appeal	
55	Attorney	Social Security Appeal	Social Security Appeal	
56	Government	NC Prison	NC Prison	
57	Government	Public Schools	Public Schools	
58	Attorney	Attorney		
63	Attorney	Attorney	Choose appropriate secondary reason	Itemized Billing
63	Insurance	Insurance		Itemized Billing
65	Attorney	Subpoena	Subpoena	
66	Attorney	Workers Comp	Workers Comp	
67	Attorney	2nd Request	2nd Request	
68	Attorney	Attorney	Personal Injury	
69	Attorney	Workers Comp 2nd Request	Workers Comp 2nd Request	
70	Attorney	Attorney	Defense Attorney	
70	Attorney	Subpoena	Defense Subpoena	
71	Attorney	Subpoena	Criminal	
72	Attorney	Social Security Claim/Application	Social Security Claim/Application	
73	Attorney	Attorney	Workers Comp Subpoena	
77	Insurance	Insurance	Non Medical Insurance Claim	
80	PRO	Standard Pro		
81	PRO	Pro Medicaid		
85	Insurance	Insurance	RAC Medicare	
89	Government	Non Profit/Non Bill		
91	Attorney	Attorney	Workers Comp Self Insured	
91	Attorney	Attorney	Workers Comp Self Insured	
91	Insurance	Insurance	Workers Comp Self Insured	
93	Government	Government	RAC Medicaid	
93	Insurance	Insurance	RAC Medicaid	
95	Insurance	Insurance		
95	PAYI	DRG/Payment Integrity		
100	Attorney	Attorney	Choose appropriate secondary reason	Radiology Physical (Silver) Films
105	Insurance	HIX-Health Insurance Exchange		
105	PAYI	HIX-Health Insurance Exchange		
106	Insurance	RADV-Risk Adjustment Data Validation		
106	PAYI	RADV-Risk Adjustment Data Validation		
108	Attorney	Patient Directive		
108	Attorney	Patient Directive		
108	Government	Patient Directive		
108	Insurance	Patient Directive		
109	Attorney	Forms Completion by Provider		
109	Attorney	Forms Completion by Provider		
109	Insurance	Forms Completion by Provider		
109	Patient	Forms Completion by Provider		
110	Insurance	Insurance	APS	
112	Attorney	Patient Social Security Appeal		
112	Attorney	Patient Social Security Appeal		
112	Attorney	Patient Social Security Appeal		
112	Attorney	Patient Social Security Appeal		
112	Patient	Patient Social Security Appeal		
113	Attorney	SSA Appeal Representative Form 1696		
113	Attorney	SSA Appeal Representative Form 1696		
113	Patient	SSA Appeal Representative Form 1696		
114	Attorney	Attorney	Represent Indigent	
114	Attorney	Attorney	Represent Indigent	
115	Attorney	Attorney	Hospital Per Admission	
115	Attorney	Attorney	Hospital Per Admission	
116	Government	Clinical Research		
116	Insurance	Clinical Research		
117	Attorney	Attorney	Subpoena 2nd Request	
118	Attorney	Attorney	Social Security Claim/Appeal 2nd Request	
118	Attorney	Attorney	SSI Claim 2nd Request	
121	Insurance	Insurance	Pharmacy	

Invoice Type	Request Type	Primary Reason	Secondary Reason	Special Processing Reasons - Available in Fulfillment
122	Attorney	Attorney	Choose appropriate secondary reason	X-Ray Workers Comp
122	Insurance	Insurance		X-Ray Workers Comp
123	Government	Attorney	Federal Public Defender	
125	Attorney	Attorney	Disability Gov Benefits	
125	Attorney	Attorney	Disability Gov Benefits	
125	Government	Attorney	Disability Gov Benefits	
125	Patient	Patient	Disability Gov Benefits	
127	Attorney	Attorney	Subpoena 2nd Request	
128	Attorney	Attorney	Social Security Claim/Appeal 2nd Request	
128	Attorney	Attorney	SSI Claim 2nd Request	
129	Insurance	Insurance	Medicare Medicaid Eligibility	
130	Insurance	Revenue Cycle Management		
131	Attorney	Attorney	Choose appropriate secondary reason	Itemized Billing
131	Attorney	Attorney		Radiology Physical (Silver) Films
131	Attorney	Attorney		Special Rate
131	Attorney	Attorney		Subpoena-deposition/trial testimony with records
201	Attorney	Attorney	Choose appropriate secondary reason	Radiology Digital Images on CD/DVD/Flash Drive
201	Government	Government		Radiology Digital Images on CD/DVD/Flash Drive
201	Insurance	Insurance		Radiology Digital Images on CD/DVD/Flash Drive
207	Attorney	Attorney	Attorney REP PAT	
300	PAYD	ACA HIX-Health Insurance Exchange		
300	PAYD	Ciox Audit		
300	PAYD	CIOX Real-World Data Team Request		
300	PAYD	Claim		
300	PAYD	DRG		
300	PAYD	General Attorney		
300	PAYD	General Attorney Subpoena		
300	PAYD	HEDIS Audit		
300	PAYD	MRA-Medicare Risk Adjustment		
300	PAYD	RADV-Risk Adjustment Data Validation		
300	PAYD	SSA Appeal		
300	PAYD	Underwriting		
300	PAYD	Workers Comp		
300	PAYD	Workers Comp Subpoena		
766	Attorney	Requested by Attorney	Requested by Attorney	
766	Attorney	Requested by Attorney	Requested by Attorney	
866	Attorney	Requested by Patient	Requested by Patient	
866	Attorney	Requested by Patient	Requested by Patient	