



# PMR Private Healthcare Providers Fact Sheet

## Private Medical Records (PMR) Private Health Care Providers Fact Sheet

### What is the PMR Program?

In November 2010, the Department of Veterans Affairs (VA)/Veterans Benefits Administration (VBA) implemented the Private Medical Records (PMR) Program to improve timeliness for the receipt of private medical records to support a Veteran's claim for disability benefits. VBA has contracted DOMA Technologies, LLC (DOMA) to support the PMR program. DOMA is a veteran and women owned small business that provides medical claims processing services and enterprise document management services.

### What is DOMA's Role in the PMR Program?

DOMA is responsible for contributing to the disability claims development process by aggressively retrieving PMRs from Private Healthcare Providers (PHPs). DOMA receives a completed medical release form (VA Form 21-4142, *Authorization and Consent to Release Information to the Department of Veterans Affairs*) via fax from one of the participating PMR sites. After form receipt, review, and acceptance, DOMA contacts the PHP(s) designated on the medical release to obtain PMRs. Upon successful contact with the PHP and verification of PMR availability, DOMA attaches a fax cover letter to the medical release and electronically transmits the request via secure fax to the PHP. All requested PMR documentation received from the PHP is converted to electronic files and securely transmitted to the VA within 24 hours of DOMA's receipt.

### What is the Private Health Care Provider's Role in the PMR Program?

The PHP receives a medical release request from DOMA via fax. They are requested to upload electronic treatment medical records identified on the medical release to a secure online upload website, *PMR Vault* (<https://pmr.domaonline.com>). If online upload is not available, they are requested to fax in the medical records or as a last resort mail medical records to the PMR Retrieval Center.

### What are the benefits of the PMR Program?

- Significant reduction in the number of days taken to obtain PMRs to support Veterans' claims for benefits, from 40 days+ to 12 days on average.
- PMRs are converted to electronic file formats, improving portability of information and supporting VBA's transition to a paperless environment.
- Access to electronic private treatment records for VA medical practitioners to make a more informed decision.
- Immediate access to Veteran's medical records by VA representatives to answer Veteran and dependent requests more quickly.