



# Faster Retrieval is Powering the Next Generation of Fraud Prevention

Commence automates medical records outreach and retrieval to strengthen fraud prevention and reduce administrative burden. Built on HL7 and FHIR standards, it delivers faster, more accurate access to clinical evidence—helping teams make informed, defensible decisions.

## How does the solution work?

### STEP 1

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#### Request Creation

- Intakes Records Request
- Generates Records Request Letter

### STEP 2

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#### Commence's Healthcare Provider Outreach

- 1st Attempt: Secure Fax, Encrypted Email
- 2nd Attempt: Mail

### STEP 3

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#### Provider Response & Processing

- Receives responses via Secure Fax, Encrypted Email, Commence Portal, or Mail

### STEP 4

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#### Automated Record Compilation

- Send submissions via API to the Commence Medical Record Outreach Program
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# 1

Request  
Creation



Receives  
Records Request



Generates Records  
Request Letter

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# 2

Commence's  
Healthcare  
Provider  
Outreach



1st Attempt via Secure  
Fax or Encrypted Email



2nd Attempt via  
US Mail (After 7 Days)

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# 3

Provider  
Response &  
Processing



Processes Provider  
Submissions

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# 4

Automated  
Record  
Compilation



Sends Submissions via API  
to Commence Medical  
Record Outreach Program

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