



Who We Are

Jetstream APS partners with BGAs and life insurance carriers to retrieve Attending Physician Statements (APS) and Electronic Health Records (EHR) quickly, securely, and with white-glove service.

How Jetstream APS Adds Value to Your Business

At Jetstream APS, we know that **speed is everything** when it comes to APS retrieval. That's why we treat **every case as a rush—no extra fees, no exceptions**. With over 35 years of combined industry experience, our team consistently delivers faster turnaround times than our competitors. But speed is just the beginning.

Here's how we go above and beyond:

- **Dedicated, Expert Case Management**
You'll be assigned a dedicated case manager (or a team, depending on your volume) who is **highly trained to think strategically and troubleshoot proactively**. We invest heavily in our people so they can overcome obstacles that typically delay APS retrieval.
- **Proactive Communication You Can Count On**
We don't wait for you to ask—our team follows up **more frequently** than other services and provides **clear, actionable status updates** that answer your questions before you even ask them.
- **Technology That Works for You**
Our secure, HIPAA-compliant platform is easy to use and built for efficiency. Prefer to work through your own systems? We support **web services integration** for seamless order placement, updates, and file delivery.

If you're looking for a **fast, reliable, and modern APS retrieval partner**, Jetstream APS delivers results—backed by service that feels personal.

Below, you'll find more details about what we offer.

Cycle Time Review

At Jetstream APS, we pride ourselves on delivering fast, consistent turnaround times while maintaining transparency and flexibility based on your workflow needs.

Average Turnaround Time

- **10 calendar days** is our current **average cycle time**, calculated based on actual calendar days from order placement to record completion.
- While we can't guarantee every case will complete within this timeframe, we are happy to work with your team to establish **custom Service Level Agreements (SLAs)** that align with your expectations.

Completion Rate Breakdown



Here's how our turnaround times break down across the board. Completion rate for records received (broken down in 5 calendar day increments):

1 Days	11%
3 Days	24%
5 Days	37%
7 Days	49%
10 Days	61%
14 Days	76%
21 Days	89%
30 Days	96%

Getting Started with Jetstream APS

Secure Web Platform

Our **secure, HIPAA-compliant website** is ready to use right away.

From day one, you can:

- Place and track APS and EHR orders
- View real-time status updates
- Download completed records

We also support **secure email**, **SFTP**, and **custom upload solutions** for file delivery.

Helpful Tools to Get You Started

- [Video Walkthroughs](#) – Short demos on how to use JetstreamAPS.com
- Step-by-Step Ordering Guide (https://scribewhat.com/shared/HOW_TO_ORDER_FROM_JETSTREAM_APS_VCYFqgxnQHS_umCnle7DUA)
- Jetstream No-Contact EHR Guide (https://scribewhat.com/page/Jetstream_APS_No_Contact_EHR_Guide_g5yC6Dk5Q-eExcE5NXV8Uw)

Integration (optional)

Jetstream APS offers full integration capabilities to streamline your workflow and reduce manual touchpoints. While integration is **not required** to begin working with us, it's available for clients seeking a fully automated experience.

Integration Capabilities



- **Web Services Support:** Real-time ordering, status updates, and APS image delivery using **XML with SOAP messaging**, aligned with the **ACORD standard**
- **Client-Specific Customizations:** We accommodate modifications to match your processing environment (note: customizations may extend the timeline)
- **Platform Compatibility:** Seamless integration with:
 - **iPipeline**
 - **AgencyIntegrator**
 - **OneHQ**
 - **Ebix/SmartOffice**

No matter how you work, Jetstream APS meets you there—with a website ready to go now and integration options when you're ready.



APS Retrieval Workflow

Jetstream APS is committed to fast, reliable service—and that starts with a well-defined, proactive process. Here's how we handle every APS request from start to finish:

Follow Up Process

1. Clients place orders by going to www.Jetstreamaps.com or automated order submissions via ACORD (via sftp or web service) integration.
2. For orders placed before noon, Jetstream APS will send the request to the medical facility the same day the order was placed. For orders placed after noon, requests will be forwarded within 24 hours (but every attempt will be made to send the request the same day). For every new case:
 - a. We review our previous history with the facility (which is recorded in our online database) to ascertain the facility's medical records request procedure, including how to submit the request, whether the facility requires a special authorization and if the facility will accept e-signatures.
 - i. If a special authorization is needed we will notify the client immediately and provide a pre-filled facility authorization form. See Special Authorization Process detailed below.
 - ii. If a facility does not accept e-signatures and the authorization was e-signed, we will notify the client that an INK signature is required and provide a pre-filled facility authorization to avoid delays.
 - b. If we do not have a previous history with the facility, we will call the facility to ascertain the facility's medical records request procedure, including how to submit the request, whether the facility requires a special authorization and if the facility will accept e-signatures.
 - i. If a special authorization is needed we will notify the client immediately and provide a pre-filled facility authorization form. See Special Authorization Process detailed below.
 - ii. If a facility does not accept e-signatures and the authorization was e-signed, we will notify the client that an INK signature is required and provide a pre-filled facility authorization to avoid delays.
 - c. If we cannot reach a live person or if the person we reach does not know, we will submit the request and then try to verify during the subsequent follow up.
 - d. We prefer to fax, email or submit electronically and will only mail a request when required by a facility.
3. Jetstream APS will make the initial follow up within 24 hours of faxing the request and within a reasonable timeframe when mailing requests (usually 4-5 days). An initial follow up is the first follow up call after we fax or mail a request to the facility. The goal of an initial follow up call is to confirm receipt of the request, create a sense of urgency, persuade the facility to fax/mail the records today, obtain prepayment information, assess normal turnaround time and generally find out the next steps in the facility's procedure.
4. Once the request is confirmed as being received, Jetstream APS will pursue APS status every 2-3 business days and will make every effort to obtain concrete status notes.
5. Exceptions:
 - a. Cases where Jetstream APS is waiting for information/documentation from the client or insured will not be pursued until the information/documentation is provided.

- b. If Jetstream APS was unable to get a resolution, we will follow up every day until a concrete status is obtained.
 - c. If a medical facility or third party copy service is scheduled to copy the records on a certain date, Jetstream APS will not follow up until the scheduled date or the day after the scheduled date to confirm the action was completed.
 - d. If the situation warrants more frequent follow ups, or if the case is a rush, Jetstream APS will follow up every day or as often as needed.
 - e. The medical facility restricts the frequency of follow ups.
6. Status updates are available in real time on our website or pushed automatically via site integration.
7. Client comments and emails are responded to the same day or within 24 hours.



Special Authorization Process

Once we determine a special authorization (facility specific authorization) is needed:

1. We obtain a copy of the blank special authorization form (from our comprehensive database, online or faxed/emailed from the facility) and verify with the facility whether they will accept e-signatures or if an INK signature will be required.
2. For the added convenience of the applicant and to ensure the form is completed accurately, we pre-fill the authorization as much as possible with Jetstream's information, facility information, dates of service and types of records needed, purpose, expiration and patient identifying information.
3. Email the form to the ordering representative, agent, or applicant (depending on your requirements) for the applicant to sign and return.
 - a. If there are any special requirements (e.g. INK signature required, witness signature, notarized, etc.,) we will include the requirements in the status of the case and in the email we send.
 - b. We will follow up periodically to ensure special authorization is received and signed.
4. Once the signed authorization is received from the ordering representative/applicant, the Jetstream case manager double checks that the authorization is completed correctly and is signed, initialed, or witnessed as required.
5. The signed completed form is submitted to the facility the same day.

As Jetstream APS is dedicated to client satisfaction and convenience, we are willing to discuss changes in procedures to meet the needs of your office.

Case Management Organizational Chart

Dedicated Case Manager: Case managers are trained in APS retrieval strategies, effective communication, negotiation, and problem solving. They are the main client contact and follow up on your cases from start to finish. Having case managers dedicated to your cases increases efficiency and eliminates delays you may have experienced with other vendors who use call centers. **Volume: 350 cases/month/case manager**

Case Manager Assistant: Trained to assist case managers with submitting requests, preparing and sending special authorizations, status calls and other various supporting tasks.

Case Manager Supervisor: Oversees case managers and assistants for quality assurance. Escalation resource.

Upload Processor: Reviews records file for quality and completeness. Uploads file to case. **Volume: 100 cases/day or 2000 cases/month**



Billing/Invoicing Processor: Billing, invoicing, accounts receivable, billing/invoicing correspondence.

Administrative Assistant/Processor: various duties according to assignment.

Customer Service Overview

Jetstream APS has three methods by which you can contact us: email, online comment via our website, or telephone.

When to email?

This is typically the most convenient way for clients to contact us. We prioritize emails from clients and respond promptly to all emails, typically within hours and at least within 24 hours maximum. Examples to use email are:

- Status update request
- Questions about specific cases
- General questions about our service
- Provide responses to our requests for additional information, such as special authorizations, verifying patient information, or verifying doctor contact information.

When to send an online comment via our website?

This is an alternative method that clients can use to contact us. For each case on our website, there is a section to send a comment to your case manager.

The screenshot displays a web interface for case management. At the top, it shows 'Case: 433663 | Status: Open' and 'Case Manager: Donald Slobin'. Below this, there are two columns: 'Applicant' and 'Doctor'. The Applicant column contains 'TIM SMITH', 'DOB: 02-22-1985', and 'SSN: *** - ** - ****'. The Doctor column contains 'BILL BROWN MD', 'UCLA', 'PH: 310-688-8888', and 'FAX: CA'. Below these columns, it says 'Cincinnati Life - 12345678' and 'Rep: Cindy Brown | Agent: -'. In the center, there is a section for the case manager with a list of events: '2020/08/25 Case 433663 Created'. To the right, there is a 'Comments' section with a list of comments: '2020/08/25 This is an urgent case. Deadline is 9/5,'. Below the comments, there is a text input field with a yellow highlight and a 'SUBMIT' button. At the bottom, there are buttons for 'AUTHO' and 'PRINT', and a note: 'Instructions: Please include all cat scans.'.

As with emailing, the response time is typically within hours and at least within 24 hours maximum. Case managers receive notifications when comments are sent and will respond via email. Examples to use comments are identical to emailing:

- Status update request
- Questions about specific cases
- General questions about our service
- Provide responses to our requests for additional information, such as, verifying patient information, or verifying doctor contact information.

When to call?



Some clients prefer a phone call to other methods of communication, if that is you, please feel free to call no matter the issue. If you call your case manager and get directed to voicemail, please do not be discouraged! Leave a voicemail and your case manager will call you back as soon as possible. Typically within 1-2 hours, with maximum response time 24 hours. You can also call our main number **310-826-3759** and **press 0** for the operator. An operator will help you get a hold of your case manager or a supervisor. Examples when to call:

- **Time sensitive issues requiring an immediate response.**
- **For issues requiring a paper trail, such as a fee approval or new case creation, we may ask you to send a follow up email for our records.**

If an urgent issue arises and you cannot reach your case manager directly by phone, you can contact a supervisor. Examples when to call:

- **Time sensitive issues requiring an immediate response.**
- **Some clients prefer a phone call to other methods of communication, if that is you, please feel free to call no matter the issue. For issues requiring documentation, such as a fee approval or new case creation, we may ask you to send a follow up email for our records.**

Jetstream APS strives to provide service that surpasses the expectations of our clients. For billing or accounts receivable inquiries, please email billing@jetstreamaps.com.

Reporting Capabilities

We can provide customized reports, such as cycle time reports and user access reports. Standard data provided for cycle time reports include:

- Case Number
- Date ordered
- Date completed
- Completion time (raw calendar days)
- Average turnaround time (raw calendar days and business days)
- Total number of ordered cases
- Total number of completed cases
- Number of Canceled Cases
- Number of No Records Cases

Customizable Options:

- Let us know what you need. If the data is being tracked in our system, we will be able to provide in a report.



Let's Simplify APS Retrieval—Together

At Jetstream APS, we combine speed, service, and smart technology to deliver results that help you close cases faster and more efficiently. Whether you're looking for a seamless integration or a ready-to-go platform, we're here to support your team with personalized service, proactive follow-up, and a commitment to getting the job done right.

Let's connect and explore how we can support your success.