

Commercial Risk Adjustment Data Validation Call for Medical Records

Risk Adjustment Data Validation:

The Department of Health and Human Services (HHS) requires health plans like Florida Blue to validate the accuracy of risk adjustment data submitted to the Centers for Medicare & Medicaid Services (CMS). This applies to Individual and Small Group health markets.

What to Expect:

- Between July and mid-November 2025, we may review medical records for 2024 dates of service to ensure chart documentation accurately reflects members' clinical conditions¹.
- This review ensures the accuracy of encounter data submitted to HHS/CMS for ACA premium stabilization programs.

Medical Record Requests:

You may receive a medical record request from Florida Blue **or one of our authorized third parties (Sharecare, Datavant, or Virtix Health)** as part of our collaborative efforts to facilitate the exchange of medical information.

Upon receipt of our medical record request from Florida Blue, providers, groups, and facilities may **submit the requested medical records by one of the following methods:**

1. **Remote Electronic Medical Record (EMR) Access:** You may grant remote EMR access to Florida Blue. To do so, please contact us via email at commercialroi@bcbsfl.com.
2. **Secure File Transfer:** Secure File Transfer can be established for secure delivery of medical records. If you have an established secure file transfer username and passcode, records may be sent. Otherwise, contact us at the email address above or call 1-904-905-2691 so we may provide you with a temporary username and passcode to access the secure portal.
3. **Fax:** Records may be faxed to 1-904-301-1671.
4. **Email:** Records may be sent via secure email at the email address above. Be sure to include "Secure" in the subject line.
5. **USPS Mail:** Records may be mailed to Florida Blue, Commercial Operations Team, P.O. Box 40008, Jacksonville, FL 32203-0008.

For any questions or concerns, you may contact the Florida Blue Commercial Risk Adjustment Team at commercialroi@bcbsfl.com or call 1-904-905-2691.

¹**HIPAA and the Affordable Care Act:** Requests for medical records for the purposes of treatment, payment or healthcare operations **do not** violate privacy provisions of HIPAA. Therefore, **a patient-authorized release of information is not required** to submit risk adjustment data or respond to a medical record request from the Department of Health and Human Services (HHS) for the Affordable Care Act (ACA) program for data validation. HIPAA privacy regulations can be found here:

- 45 Code of Federal Regulations (CFR) Part 164, Standards for Privacy of Individually Identifiable Health Information, Final Rule
 - 45 CFR Part 164, Subpart E, Section 164.506 Uses and disclosures to carry out treatment, payment, or health care operations
- Web Link: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/index.html>.