

Risk Adjustment Medical Record Requests Why Do We Request Medical Records?

Frequently Asked Questions

Medical records requests are a critical component of the risk adjustment process for Affordable Care Act (ACA) plans. These frequently asked questions explain why we ask you to review patient medical records.

1) Why do I receive multiple medical record/chart requests throughout the year?

We request medical records from you for a variety of reasons. These include validating health status for the Centers for Medicare & Medicaid Services' (CMS') EDGE submission process, as well as the Risk Adjustment Data Validation audits required by the U.S. Health and Human Services (HHS). Additionally, requests for records may come from our Medicare Risk Adjustments, Stars, and Healthcare Effectiveness Data and Information Set (HEDIS®) areas.

2) Am I required to provide the requested medical charts for HHS risk validation?

HHS requires health plans validate members' health conditions through the review of the medical records. See Federal Regulation 45 CFR § 153.630 for details. Specifically, §153.630(7)(ii) states "Medical record documentation must originate from the provider of the services and align with the dates of service for the medical diagnoses and reflect permitted providers and services." For us to validate our members' health conditions, we need to review the medical records. We need your help to do this.

3) The medical claim was already processed, and I received payment. Why do I need to submit the medical record?

The ACA Risk Adjustment Program through HHS requires the validation of the member's health status. Our ACA Risk Adjustment Operations Team reviews the medical record to confirm our members' health conditions per these requirements.

4) How can I send the requested medical records/charts to Florida Blue?

There are several ways to send charts in response to medical records requests:

Remote Electronic Medical Record (EMR) Access: You may grant remote EMR access to Florida Blue. To do so, please email us at commercialroi@bcbsfl.com.

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 below or call 1-904-905-2691 so we may provide you with a temporary username and passcode to access the secure portal.

Fax: Records may be faxed to 1-904-301-1671.

Email: Records may be sent via secure email at the email address below. Be sure to include "Secure" in the subject line.

USPS Mail: Records may be mailed to:

Florida Blue, Commercial ACA Risk Adjustment Operations Team
P.O. Box 40008, Jacksonville, FL 32203-0008.

5) Will I receive any feedback or results from the medical record review?

We review the medical record documentation to validate the health conditions of our members for CMS' EDGE submission process. This information is not shared with providers. However, if you are interested in receiving feedback on your medical record documentation and diagnosis coding accuracy, you can request a provider audit from our education team. This educational audit can provide you with valuable insights and help improve your documentation and coding practices.

6) Who can I contact with questions?

For ACA/Commercial medical records inquiries, please contact the ACA Risk Adjustment Chart Team via email at commercialroi@bcbsfl.com or call 1-904-905-2691.

7) If I would like training for my providers and support staff related to Commercial/ACA Risk Adjustment, medical record documentation, or diagnosis coding, who can I contact?

Please contact our ACA Risk Adjustment Provider Education Team via email at craprovidereducationteam@bcbsfl.com.

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