

Medicare Risk Adjustment Spring Kickoff for Medical Record Request

The Centers for Medicare & Medicaid Services (CMS) requires Medicare Advantage plans to submit detailed documentation for each member. Specifically, CMS rules require that certain diagnoses for plan members are documented per ICD-10-CM standards and supported by valid documentation in the patient’s medical chart.

Starting May 2021, Florida Blue Medicare will begin our spring campaign requesting 2020 encounter dates. You may receive a request for medical records from either Florida Blue Medicare or our vendor, PopHealthCare. We ask you to submit the medical records within 10 business days of the request.

How to Respond

If you receive a request, here are ways you can send us the medical records.

Medical Record Delivery Options	
Fax:	904-997-5380
Secure Email:	rpmchartprocurement@floridablue.com
Remote EMR Access:	To give us remote EMR access, please send us an email at electronicmedicalrecords@floridablue.com
US Mail:	PO Box 43007, Jacksonville, FL 32203
Parcels:	4800 Deerwood Campus Pkwy., DCC 4-3, Jacksonville, FL 32246
Secure File Transfer (SFT):	Please submit a request to electronicmedicalrecords@floridablue.com
Availity^{®1} Medical Record Attachment Tool:	Enroll through availity.com to use the Medical Record Attachment option (In Availity, click on My Providers , then select Enrollments Center , and finally Medical Record Attachments Setup). It is as easy as click, drag and drop. Please note this option is for solicited medical records only. For questions about the tool, call 800-282-4548

What You Can Do

Let us know your preference for medical records delivery. Knowing your preference for chart procurement helps us serve you more efficiently by preventing transitions of requests between procurement methods. **Call us today at 855-622-2735 or email us at rpmchartprocurement@floridablue.com**

¹Availity, LLC is a joint venture, multi-payer company. To register or for more information, visit availity.com.

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