

## Medicare Risk Adjustment Spring Kick Off for Medical Record Request

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

We will begin our spring campaign requesting **2021 encounter dates** starting in April. You may receive a request for medical records from us or one of our vendors<sup>1</sup>. Our vendors include PopHealthCare, CIOX Health and ShareCare. Please submit requested medical records within 10 business days of receipt. Medical record delivery options are included in the table below.

Medical Record Delivery Options	
<b>Fax:</b>	1-904-997-5380
<b>Secure Email:</b>	<a href="mailto:rpmchartprocurement@floridablue.com">rpmchartprocurement@floridablue.com</a> (Include "Secure" in subject line)
<b>Remote EMR Access:</b>	To give us remote EMR access, please send us an email at <a href="mailto:electronicmedicalrecords@floridablue.com">electronicmedicalrecords@floridablue.com</a>
<b>US Mail:</b>	PO Box 43007, Jacksonville, FL 32203
<b>Parcels:</b>	4800 Deerwood Campus Pkwy., DCC 4-3, Jacksonville, FL 32246
<b>Secure File Transfer (SFT):</b>	Please submit a request to <a href="mailto:electronicmedicalrecords@floridablue.com">electronicmedicalrecords@floridablue.com</a>
<b>Availity<sup>®2</sup> Medical Record Attachment Tool:</b>	Enroll through <a href="http://availity.com">availity.com</a> to use the Medical Record Attachment option (In Availity, click on <i>My Providers &gt; Enrollments Center &gt; Medical Record Attachments Setup</i> ). 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 1-800-282-4548.

### What You Can Do

**Let us know your preference for medical records delivery.** Knowing this **helps us serve you more efficiently** by preventing transitions of requests between procurement methods. **Call us today at 1-855-622-2735 or email us at [rpmchartprocurement@floridablue.com](mailto:rpmchartprocurement@floridablue.com)**

<sup>1</sup>HIPAA/Privacy: Providers are allowed to disclose protected health information to health plans without authorization from the patient when both the provider and health plan had a relationship with the patient, and the information relates to that relationship [45 CFR 164.506(c)(4)]. For more information about privacy rule language, please visit <http://www.hhs.gov/ocr/privacy>. For more information about medical record audits, please refer to the Florida Blue Manual for Physician and Providers at [floridablue.com/providers/tools-resources](http://floridablue.com/providers/tools-resources).

<sup>2</sup>Availity, LLC is a joint venture, multi-payer company. To register or for more information visit [availity.com](http://availity.com).