

## Medicare Risk Adjustment Fall Campaign Kickoff for Medical Records Request

The Centers for Medicare & Medicaid Services (CMS) requires Medicare Advantage plans to submit detailed documentation for each member. Specifically, documentation for certain diagnoses for plan member must meet ICD-10-CM standards and be validated by the patient's medical chart.

Soon, Florida Blue Medicare will begin our Fall Campaign for medical records requests. These will cover **2020** encounter dates from Jan. 1, 2020, to Dec. 31, 2020, and **2021** encounter dates from Jan. 1, 2021, to July 31, 2021. You may receive a request for medical records from either Florida Blue Medicare or one of our three vendors: Pop HealthCare, Ciox Health and Sharecare.

Please submit the requested medical records within 10 business days of receipt. The chart below shows the ways to send the medical records to us.

Medical Records Delivery Options	
<b>Fax</b>	904-997-5380
<b>Secure Email</b>	<a href="mailto:rpmchartprocurement@floridablue.com">rpmchartprocurement@floridablue.com</a>
<b>Remote EMR Access</b>	To give us remote EMR access, please send us an email to <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>	Submit a request to <a href="mailto:electronicmedicalrecords@floridablue.com">electronicmedicalrecords@floridablue.com</a>
<b>Availity<sup>®1</sup> Medical Record Attachment Tool</b>	Enroll through <a href="http://availability.com">availability.com</a> to use the Medical Records Attachment option (in Availity, choose My Providers, then Enrollments Center and Medical Record Attachments Setup). It is as easy as click, drag and drop. <b>Please note</b> this option is for solicited medical records only. For questions about the tool, call <b>800-282-4548</b> .

### What Is Your Preference?

Let us know how you prefer to send medical records. 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](mailto:rpmchartprocurement@floridablue.com)**

<sup>1</sup>Availity, LLC is a joint venture, multi-payer company. To register or for more information visit [availability.com](http://availability.com).