

## **Medical Record Submission Instructions Medicare's CGI RAC Region B**

Records are accepted in **paper format** and on **CD** or **DVD**.

**DUE DATE: 45 days** from the date on the medical record request letter

### **Paper Records**

Paper medical records must meet the following requirements:

- Free of staples and paperclips.
- Pages should be top faced, and face up.
- Photocopy must be of good quality and legible.
- Include a copy of the CGI RAC B Additional Documentation Request Letter (medical record request letter).
- Records must be copied on only one side.

### **Imaged Records**

CGI RAC Region B encourages providers to submit medical records in imaged format via CD or DVD.

Imaged medical records must meet the following requirements:

- Scanned image resolution must be 200 dpi and in black and white.
- Image must be in the TIFF, with Group 4 compression, or in PDF format. CGI would prefer the TIFF format. For the use of any other formats, please contact the CGI RAC Region B Call Center at 1-877-316-RACB (7222) prior to sending the files.
- For PDF format, DO NOT password protect the individual PDF files. Instead, zip all PDFs into a WinZip file and encrypt it, or use PGP encryption.
- Multipage documents must be in one image. For example, a 50 page medical record will be one image file.
- Scanned image must be legible.
- The image file naming convention must be as follows; <Patient Name>\_<Admit Date/Date of Service>. For example, if the Patient Name is John Smith and the date of service is October 1, 2008, then the file will be named JohnSmith\_10012008.tif.
- Include a copy of only the first page CGI RAC B Additional Documentation Request Letter (medical record request letter); you can include the first page on the CD/DVD, but please do not encrypt it; all Medical Records must be encrypted.

### **Medical Record Submission**

- Label the CD or DVD according to the following naming convention; <Provider Facility Name>\_<medical record request letter date in YYYYMMDD format>. Example: MercyHospital\_20091212.
- Please send all medical records, both paper and CD or DVD, in tamper proof packaging, such as security mailers, tamper evident mailers, or security labels.

## **Encryption**

- For security purposes, all images sent should be encrypted either in a WinZip file that is password protected, or by using PGP encryption.
- For encrypted WinZip files: Use your Additional Documentation Request Letter ID (medical record request letter) as the password. For Providers that use a version of WinZip that requires 8 characters to encrypt, please place zeros BEFORE the Letter ID; i.e. 00075231.
- For encrypted PGP files: Contact CGI RAC Region B prior to shipment to obtain the Public Encryption key. This can be accomplished by calling our CGI RAC Region B Call Center at 1-877-316-RACB (7222).

## **Send medical records as follows:**

Medical records for Indiana, Illinois, Kentucky, Michigan and Ohio:

CGI Federal Inc.

**Attn: RACB**

1001 Lakeside Ave., Suite 800

Cleveland, OH 44114

Medical records for Minnesota, Wisconsin, DME and Home Health:

**Attn: Medicare Recovery Audit Subcontractor - Region B**

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