

Pre-Payment Review Medical Record Submission Instructions Medicare's CGI RAC Region B

Records are accepted electronically in ESMD (Electronic Submission of Medical Documents), paper, Fax or CD/DVD format.

Due Date: 30 days from the date on the medical record request letter.

ESMD: CGI encourages providers to submit medical records via ESMD (Electronic Submission of Medical Data).

- When sending records via ESMD, please include a CASE ID number in your file transmission. Refer to the "ESMD Information Link" on the RACB Website for detailed information and instructions.
- Include a copy of the Additional Documentation Request Letter (medical record request letter) from the Medicare Administrative Contractor.

Faxed Records: Faxed medical records must meet the following requirements:

- Medical records can be faxed to 1-216-902-3860. This Fax line is for incoming medical records only.
- Medical records submitted via Fax, must be transmitted as individual files (one medical record per transmission) in order for the records to process.
- Multiple medical records in a single file transmission cannot be processed.
- Include a copy of the Additional Documentation Request Letter (medical record request letter) from the Medicare Administrative Contractor.

CD/DVD: Medical records submitted via CD/DVD 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.
- Multipage documents must be saved 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 the Additional Documentation Request Letter (medical record request letter) from the Medicare Administrative Contractor. You can include the ADR letter on the CD/DVD, but please do not encrypt it. However; all Medical Records must be encrypted.
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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 via CD/DVD should be encrypted either in a WinZip file that is password protected, or by using PGP encryption.

- For encrypted WinZip files: Please contact the CGI RAC Region B Call Center prior to shipment to obtain the password. This can be accomplished by calling 1-877-316-RACB (7222).
- For encrypted PGP files: Contact CGI RAC Region B prior to shipment to obtain the Public Encryption key.

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 Additional Documentation Request Letter (medical record request letter) from the Medicare Administrative Contractor.
- Records may be copied on both sides; top faced and face up.

If submitting paper records, CDs or DVDs, please send medical records as follows:

For **Therapy Reviews** in the states of Illinois, Michigan and Ohio only:

CGI Federal Inc.
Attn: RACB Imaging PREPAY OT
1001 Lakeside Avenue, Suite 800
Cleveland, OH 44114

For **Therapy Reviews** in the states of Minnesota and Wisconsin only:

RAC Subcontractor – Region B
PO Box 723027
Atlanta, GA 31139

For **all other reviews** - Medical records for Illinois, Michigan and Ohio:

CGI Federal Inc.
Attn: RACB Imaging PREPAY
1001 Lakeside Avenue, Suite 800
Cleveland, OH 44114