

# Success with Medical Record Requests

- S** **Success** in responding to requests for medical records is dependent upon the provider's preparedness and plans for handling the requests, and responding timely and appropriately. **Follow these steps** to ensure you are ready when a request for records is received.
- U** **Understand** who the requests can come from. You may receive a request for medical records for a variety of reasons, and from various program contractors within Medicare. These may include: Comprehensive Error Rate Testing (**CERT**) Program, Medical Review Additional Development Request (**MR ADR**), Recovery Auditor (**RA**), Supplemental Medical Review Contractor (**SMRC**), or the Unified Program Integrity Contractor (**UPIC**).
- C** **Contact** person – you may want to **designate a single point of contact** in your agency to coordinate requests for medical records. This ensures consistency in the process, and helps to minimize errors when responding.
- C** **Coordinate** records – **gather all documentation from all sources** (labs, doctor's offices, therapists, etc.) that supports the medical necessity for the services billed. If records are double-sided, copy both sides.
- E** **Expect** that you will receive a medical record request. **Have a plan to handle the requests**, including a person who can review the documentation before sending it to ensure it's complete.
- S** **Submit** the documentation timely. Each request will identify the due date for receipt of the documentation. **Send the documentation as soon as it is complete.** Do not wait for the due date to send your documentation.
- S** **Send** the records – review the request to **determine how and where to send your documentation.** Some requests can be sent via fax, while others must be sent in the mail. If mailing, ensure you send your documentation to the address indicated in the request.

PROGRAM	TIMELINE TO SUBMIT RECORDS	SENDING DOCUMENTATION TO/VIA
<b>CERT</b>	45 days from the date of the letter	<b>FAX:</b> CERT Documentation Contractor (CDC), 1.804.261.8100  <b>Mail:</b> CERT Documentation Center 1510 East Parham Road Henrico, VA 23228  <i>May also be submitted via esMD, Encrypted CD, or Encrypted Email attachment.</i>
<b>MR ADR</b>	45 days from date of request	<b>FAX:</b> 1.615.660.5981 <b>Mail:</b> J15 – HHH Correspondence CGS PO Box 20014 Nashville, TN 37202  May also be submitted via esMD, myCGS or on CD/DVD.
<b>RA</b>	45 days from date on the letter	<b>FAX or Mail</b> to the RA as indicated in the letter
<b>UPIC</b>	Varies, refer to the letter	<b>FAX or Mail</b> to the UPIC as indicated in the letter
<b>SMRC</b>	30 days from date on the letter	<b>FAX or Mail</b> to the SMRC. May also be submitted via esMD.