

# When You Don't Respond to Additional Documentation Requests (ADRs)

## Jurisdiction 15 Part A Quick Reference Guide



### Response Required!

- Medicare contractors are authorized to collect medical documentation as stated by the Social Security Act, Section 1833(3) ([https://www.ssa.gov/OP\\_Home/ssact/title18/1833.htm](https://www.ssa.gov/OP_Home/ssact/title18/1833.htm))
- Providing medical records of Medicare patients to the MAC program does not violate the Health Insurance Portability and Accountability Act (HIPAA)
- Therefore, time is ticking! An ADR response is your responsibility and is required.



### What's Next?

- Nonresponse to ADRs is consistently the top Medical Review denial.
- To avoid this denial, be sure your local MAC has your current address on file. You can designate a "Correspondence Address" to receive your medical review ADRs. You must make that change with your MAC to start the process.
- First, update your contact information with your MAC.
- To make these updates with the MAC, please visit the Provider Enrollment page of your MAC website.



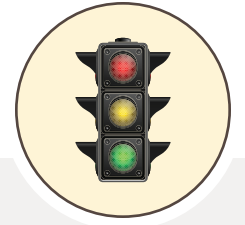
### MAC - Provider Assistance In Responding to ADRs

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### Road Block to ADR Success

- Provider designee does not have access to MAC online services.
- Provider designee does not keep up-to-date login credentials.
- Provider designee does not have alternate representative.
- Keep your contact information updated per PECOS in order to receive your ADR letter.



### Methods of Responding to MR ADRs

- Methods include:
  - Electronic Submission of Medical Documentation (eSMD)
  - Fax
  - Mail
- Providers are encouraged to upload their documentation through the MAC's online portal
- It is free, fast and it allows providers to track the status of their responses
- Do not submit documents by more than one method of submission
- Duplicate responses can prolong the review process and result in claim denials or rejections



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**REFERENCE:** Medical Review & Compliance: Respond to Additional Documentation Requests  
[https://www.cms.gov/outreach-and-education/outreach/ffsprovpartprog/provider-partnership-email-archive/2023-04-20-mlnc#\\_Toc132722054](https://www.cms.gov/outreach-and-education/outreach/ffsprovpartprog/provider-partnership-email-archive/2023-04-20-mlnc#_Toc132722054)

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