

PROVIDER QUICK POINTS

Provider information



November 6, 2013

Medical record retrieval coordinator for Affordable Care Act programs

Background

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has selected Verisk Health to gather medical records on its behalf and behalf of other Blue Cross and/or Blue Shield plans. Blue Plans use Verisk Health to retrieve medical records for out-of-area Blue members or from providers in other Plan's service areas to support HEDIS, risk adjustment and government required programs related to the Affordable Care Act.

Vendor information

Verisk Health is an experienced healthcare analytics and services company and best-in-class supplier. Verisk will provide an efficient centralized process to coordinate medical record requests from Blue Cross and/or Blue Shield companies across the country and help reduce multiple requests for patient data.

Effective medical record retrieval services play a fundamental role in driving optimal quality reporting outcomes and ensuring appropriate risk scores.

Contract requirement

As outlined in your Blue Cross Provider Service Agreement, you are required to promptly respond to requests for medical records in support of accurate claims processing, risk adjustment, HEDIS reporting and other government requirements. This includes requests from Verisk Health on behalf of Blue Cross. Blue Cross is working diligently to make this process as simple as possible.

How to submit medical records

For your convenience, medical records may be submitted to Verisk in the following ways:

- Via uploading the record's image to their secure portal at submitrecords.com – enter your secure password "bcbsa89" and select the files to be uploaded (This is a password that allows upload of data only)
- Via secure fax to **1-888-231-9601**, or
- If the above options are not feasible for your office, please contact Verisk Health directly at **1-877-489-8437** to coordinate onsite chart retrieval

Impacts

- All non-grandfathered individual/small group
- All Medicaid and Medicare

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or toll free at **1-800-262-0820**.

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Note: HIPAA/Privacy

Verisk Health is contractually bound to preserve the confidentiality of health plan members' protected health information (PHI) obtained from medical records, in accordance with HIPAA regulations. Please note that patient-authorized information releases are not required in order for you to comply with these requests for medical records.

Providers are permitted to disclose protected health information (PHI) to health plans without authorization from the patient when both the provider and health plan had a relationship with the patient and the information relates to the relationship [45 CFR 164.506(c)(4)]. For more information regarding privacy rule language, please visit <http://www.hhs.gov/ocr/privacy>.