Record Submission Instructions

You may submit documentation by esMD or postal mail (either on paper or as images on CD/DVD)

Requirements for submitting via esMD:

CMS offers Providers an automated mechanism for submitting medical documentation via a Health Information Handler (HIH)

- The esMD system allows provider and HIHs to electronically send their responses to Additional Documentation Request (ADR) letters to review contractors during the claims review process.
- One of the benefits of using esMD is that it can help mitigate late submissions and potential technical denials.
- Performant cannot recommend a HIH, however there are several HIH's available to offer esMD gateway services to Providers.
- More information is available at this CMS.gov link. It includes a list of HIH vendors and how to contact them (see related links within the website):

https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/ESMD/Which_HIHs_Plan_to_Offer_Gateway_Services_to_Providers.html

Requirements for submitting paper medical records:

A copy of the Records Request Sheet(s) should be affixed to the requested documentation. **Please bundle documents for each claim separately to enable us to confirm receipt of documents.**

- **Include a copy of the Record Request Sheet(s)**
- Use standard 8 1/2 x 11 paper
- 3 hole punched paper will not be accepted
- Each chart should be individually secured with a rubber band or paper clip
- Photocopy must be of good quality and legible
- Records must be copied on only one side
- Pages should be top faced and face up

Requirements for submitting records on CD's or DVD's:

- **Include a copy of the Record Request Sheet(s) with CD/DVD package**
- Naming Convention for each claim submitted is: NPI#-Claim#
- Scanned image resolution must be clear & legible - 300 dpi and in black and white
- If a record file is larger than 200 MB's please break it into multiple volumes (Vol 1, Vol 2, etc.)
- Image format must be in either PDF or TIFF format(PDF is Preferred)
- For PDF format, DO NOT password protect the individual PDF files
- ZIP all PDF's into a WinZip file and encrypt it
- CD/DVDs do not require encryption but is recommended for security purposes. If encryption/password protection is desired, the following common WinZip options are accepted:
  - Zip 2.0 compatible encryption
  - 256-Bit AES encryption

- If a password is required to open a zipped CD/DVD please submit that password to Performant, <u>prior</u> to shipment, via the method indicated
  - E-mail password to: info@performantrac.com, Email must include letter request ID.

For paper and CD/DVD submissions it is strongly recommended all medical records be sent to Performant via a traceable carrier such as registered USPS mail, in tamper-proof padded package.

<u>**Documentation may be mailed to:**</u>
Performant – Records Department
P.O. Box 3568
San Angelo, TX 76902