

Choose an Option for Submitting Patient Medical Records

We offer providers a number of chart procurement methods to minimize impacts to your practice and potentially save you time and money. Let's work together on the option that works best for your practice!

As you know, the Centers for Medicare & Medicaid Services requires that specific diagnoses for each member are documented in accordance with ICD-10-CM standards and supported by valid documentation in the patient's medical chart. Annual medical record audits validate that clinical documentation supports information submitted on associated claims. In support of these required audits, we request copies of certain members' medical records (chart procurement) from providers.

Review the chart procurement options below and let us know your preference:

Availity

Availity^{®1} offers a convenient one-stop shop to satisfy medical record requests. Use Availity's Medical Attachment option to view and download your list of open requests and upload medical records in three simple steps: click, drag and drop! Here's a helpful guide from Availity: [Availity Portal Attachments Tools – Getting Started Guide](#). This option is for solicited medical records only.

Electronic Medical Record (EMR) Access

EMR access is another option designed to streamline your incoming medical record requests and in turn decrease inbound phone calls, reduce administrative burden to your office staff and minimize office intrusion. With EMR, you allow Florida Blue to remotely access and obtain a copy of the records needed without interrupting your staff.

Consolidated Clinical Document Architecture (CCDA)

By opting to participate in CCDA, your clinical data can be sent from your cloud-based electronic health record without disruption to your practice. CCDA is clinically efficient and cost effective to you by removing administrative tasks from your day.

Copy Service

Let us know if you prefer to use a copy service. If there is a service you are currently working with, we will send our medical records requests to them.

In Person

If you would prefer to have a member of our team come to your office and copy the records there, please let us know and we'll make the necessary arrangements.

Send us your chart procurement preference today! Contact us by email at rpmchartprocurement@floridablue.com, by fax at 904-301-1557 or toll free call at 1-855-622-2735. Be sure to include your name, contact information and provider group. We look forward to hearing from you!

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com.
900-2796-0219