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## Medical Records Request for HHS Risk Adjustment Data Validation Audit

Each year, the Department of Health and Human Services (HHS) validates the accuracy of risk adjustment data submitted by health plans. They do this through an HHS audit known as H-RADV.

Under the Affordable Care Act (ACA), all Individual and Small Group health plans for consumers under 65 years of age are risk adjusted. "Risk adjusted" refers to the way that the Centers for Medicare & Medicaid Services (CMS) pays health insurance plans with a large high-risk population such as individuals with chronic conditions. Because we offer risk adjusted covered health plans, we must comply with the audit.

This audit affects all Individual and Small Group market plans and must be performed by an independent audit company.

### Important Audit Information

- This year's audit will begin this summer for dates of service in 2018.
- Although the audit sample is typically 200 members. Florida Blue will have 400.
- Please note that your office should prepare for an increased number of chart requests. All payers will be audited at the same time.

### Ways to Submit Medical Records

You can use the method that works best for your office.

1. **Remote Electronic Medical Record (EMR) Access:** You can grant remote EMR access to Florida Blue. To do so, please contact us via email at [commercialroi@floridablue.com](mailto:commercialroi@floridablue.com).
2. **Secure File Transfer:** You can establish Secure File Transfer for delivery of medical records. To set that up, please contact us via email at [commercialroi@floridablue.com](mailto:commercialroi@floridablue.com).
3. **Fax:** You can fax records to 904-301-1671.
4. **Email:** You can send medical records via secure email to [commercialroi@floridablue.com](mailto:commercialroi@floridablue.com).
5. **USPS Mail:** You can mail records to Florida Blue, Commercial Operations Team, P.O. Box 40008, Jacksonville, FL 32203-0008.

### Questions?

If you have questions or concerns, contact Florida Blue via email at [commercialroi@floridablue.com](mailto:commercialroi@floridablue.com).

**HIPAA/Privacy** Providers are allowed to disclose protected health information 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 that relationship [45 CFR 164.506(c)(4)]. For more information about privacy rule language, please visit <http://www.hhs.gov/ocr/privacy>. For more information about medical record audits, please refer to the [Florida Blue Manual for Physician and Providers](#) at [floridablue.com](http://floridablue.com)> Providers (top of the page)> Tools & Resources> Provider Manual.