

How Do You Prefer to Send Your Patient Medical Records?

We conduct annual audits to confirm that medical documentation in a member's medical chart supports the information included in related claims, a requirement of the Centers for Medicare & Medicaid Services. To support these required audits, we offer a variety of ways you can send medical records requested for this audit to us.

- **Availity** - Availity^{®1} offers a convenient one-stop shop to satisfy medical record requests. Enroll through availity.com and use the *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** - With EMR, you allow us to remotely access and obtain a copy of the needed records without interrupting your staff. EMR access streamlines your incoming medical record requests, which decreases inbound phone calls and reduces your administrative burden.
- **Secure File Transfer Protocol (SFTP)** - SFTP is a convenient method of transferring files securely between two secure remote systems.
- **Consolidated Clinical Document Architecture (CCDA)** - When you participate in CCDA, your clinical data can be sent from your cloud-based electronic health record without disruption to your practice.
- **Copy Service** - If you use a copy service, we will send our medical records requests to them.
- **In Person** - A member of our team will come to your office to copy the records onsite. .

We want to hear from you! Please 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 855-622-2735. Be sure to include your name, contact information and provider group.

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