

<First name> <Last name> <Degree>
<Street Address #1>
<Street Address #2>
<City>, <State> <Zip Code>

<Date>

You're invited to participate in the Remote CDI™ Program to help streamline member health information request for HEDIS® star ratings and risk adjustment.

Dear Provider,

A new Blue Cross and Blue Shield Association program will help streamline the health information retrieval process for “out-of-area” Blue Cross Blue Shield of Michigan members with Medicare Advantage PPO coverage. To support the program and you, we’re working with Advantasure® to help you manage medical information retrievals for these patients. “Out-of-area” refers to patients who live in Michigan but are enrolled in Medicare Advantage PPO coverage with another state’s Blue plan.

The **Remote Clinical Documentation Improvement** program is incentive based, and helps providers accurately reflect the severity of their patients’ illnesses in medical records. The Centers for Medicare & Medicaid Services require that certain chronic conditions be documented in the patient’s medical record at least once every calendar year.

The program uses the *Clinical Documentation Improvement Alert*, a one-page guide to help providers in CMS-compliant medical record documentation.

The Remote Clinical Documentation Improvement program helps providers:

- Capture their patients’ true severity of illness in the medical record
- Improve risk score accuracy and medical record documentation
- Reduce risk-adjustment data validation audit risk
- Earn \$100 incentive for each unique member with a completed CDI Alert

HEDIS® is a registered trademark of the National Committee of Quality Assurance (NCQA).

Advantasure is an independent company that provides health care technology solutions and services for Blue Cross Blue Shield Blue Shield of Michigan. Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Providers complete the CDI Alert by addressing all open diagnosis gaps on the alert. The gaps must be addressed during a face-to-face or telehealth patient visit in the current program year, which ends December 31. A telehealth visit must contain both an audio and video component to meet the requirement. For the alert to be eligible for the incentive, it must be sent to Advantasure with the office visit notes from the same date of the visit within 14 days.

Providers who close out 100% of the identified gaps listed on the CDI Alert are eligible to earn a \$100 incentive for each attributed member. Incentives will be paid out quarterly to providers for the number of attributed members where the eligibility requirements have been met in the payment quarter. Information about the program and incentive is included in the *Remote CDI Out-of-Area* brochure, enclosed.

Submitting the CDI Alert

Advantasure will mail your office CDI Alerts up to three times a year. Fill out the alert during the patient visit and submit the CDI Alert with the office visit note dated the same day by secure fax to **1-844-790-9175** or email to RCDI-OPS@advantasure.com. You can also mail the documents to:

Advantasure, Inc.
Attention: Remote CDI
600 E. Lafayette — MC TC 1404
Detroit, MI 48226-2998

If you have any questions, call the Remote CDI team at 1-800-722-4239.

Sincerely,



Ellen Kraft
Director, Quality and Provider Education
Blue Cross Blue Shield of Michigan

Enclosure

Patient record confidentiality

Blue Cross Blue Shield of Michigan and its vendors are contractually bound to preserve the confidentiality of health plan members' protected health information obtained from medical records in accordance with Health Insurance Portability and Accountability Act regulations. Patient authorization releases aren't required for you to release medical records to Blue Cross or its vendors. Behavioral health providers may release encounter notes billed with evaluation and management codes without a signed consent from their patients. Health care providers are not required to provide psychotherapy notes, which require a patient's authorization prior to disclosure.