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FREQUENTLY ASKED QUESTIONS

Ciox Health

Phone 1-877-445-9293

Fax 1-972-957-2170

Blue Cross Blue Shield of Michigan

Phone 313-225-7587

Fax 313-431-9451

Medical chart reviews – Ciox Health is our vendor for medical record retrieval for commercial members.

Background

What is Ciox Health? What services does it provide?

Blue Cross Blue Shield of Michigan and Blue Care Network have engaged Ciox Health to perform medical record retrieval for risk adjustment services for our commercial members.

Why are you reviewing the patients' charts?

Medical record reviews help us confirm suspected chronic conditions that haven't been submitted on a claim for the service date range in question. Conditions that are actively being treated or those that may affect the patient's treatment should be reported on a claim at least once every calendar year. These reviews can also help identify patients who may benefit from our care and disease management programs.

Do patients need to authorize Ciox Health to review their charts? Will my patients' information be secure?

Patients don't need to authorize a chart review. Ciox Health must protect, preserve and maintain all protected health information. Please be assured you can release this information to Ciox Health without the signed consent of your patients. This is allowed under the Health Insurance Portability and Accountability Act, which permits providers to release certain protected health information to health care plans and their business associates for the purpose of health operations and risk management. Behavioral health providers may release encounter notes billed with evaluation and management codes without a signed consent from their patients. Health care providers aren't required to provide psychotherapy notes, which require a patient's authorization prior to disclosure.

Do I have to comply with chart review requests?

If you are a contracted provider in Blue Cross' PPO network or a BCN AdvantageSM HMO network provider, you must participate in the chart review and provide the charts requested. Please refer to the Blue Cross or BCN provider manual available at bcbsm.com/providers; log in and click on *Provider Manual*.

How can I reschedule an appointment if I can't participate right now?

Call Ciox Health at 1-877-445-9293 to ask about rescheduling your review.

Why not look at past claims for the suspected diagnosis codes?

Physicians should evaluate members with chronic conditions at least annually and conditions should be reported on the associated claim. Without this claim information, Health and Human Services assumes the member is cured of conditions, such as diabetes, congestive heart failure and pulmonary disease.

What does Ciox Health want included in chart documentation?

Include the following documents for each chart identified on the chart pull list:

- Consult notes
- Demographic-face sheet
- History and physical
- Inpatient hospital notes (emergency department notes, history and physical, discharge summary)
- Labs and diagnostics, such as blood labs, imaging studies and X-rays
- Problem list
- Progress notes
- Outpatient progress notes

Do I need to follow CMS signature requirements?

Yes. Medical records must be signed and credentialed by providers, according to Centers for Medicare & Medicaid Services accepted provider signature requirements, which are listed below:

- Handwritten signature or initials over a typed or printed name
- Illegible signatures must have name of the provider listed in the letterhead or be on a page that shows the provider's identity
- Credential of provider giving the services must be listed somewhere on the medical record next to the provider's signature or printed with the provider's name on the group practice's website
- If provider isn't listed on the stationary, credentials must be part of their signature

If electronic signatures are used, the system must authenticate the signature at the end of each note. Some examples of acceptable electronic signatures are:

- Electronically signed by
- Authenticated by
- Completed by
- Finalized by
- Validated by

Electronic signatures must include the practitioner's name and credentials and the date signed. Signature stamps are only permitted for authors with a physical disability. For more information, visit the CMS website to review the signature requirements fact sheet

[Complying with Medicare Signature Requirements.*](#)

I don't treat this patient for a chronic condition. Why do I have to include these diagnoses codes on his or her claims?

If the patient has one or more chronic conditions, it may affect:

- The time you spent discussing and counseling about the condition
- Appropriate care for another condition you are treating
- Prescribed treatment plan and medications

Ciox Health has already been to my office. Why do they want another review?

Ciox Health conducts several different reviews each year. Your office might be contacted more than once each year. If you receive more than one review request, it will be due to one of the following reasons:

- It's for a different patient
- It's for the same patient with different dates of service

Is Ciox Health the only vendor that will request a review?

Depending on the type of chart retrieval effort, Blue Cross may request medical records directly, or a vendor may contact you directly to assist in retrieving the records. The vendors we use may change based on the type of request. We'll keep you informed in our provider publications about chart retrieval initiatives and the vendors involved.

Why does Ciox Health ask for so many charts?

The volume of members selected for each site depends on the number of commercial members treated at that site and the diagnoses previously submitted for those members by your office or another provider.

Can I give a medical record to Ciox Health in another format?

Records may be delivered to Ciox Health by various methods:

- You may grant Ciox Health access to electronic medical record systems either on-site or remotely. During on-site reviews, Ciox Health staff won't be able to import electronic records. However, they can scan printed copies of your records. If that is your preference, a Ciox Health representative will work with you to establish remote EMR access.
- Records can be uploaded to Ciox Health's secured FTP site. If you prefer this method, request it when you speak to a Ciox Health representative.
- You can either fax records to 1-972-957-2170 or send them to Ciox Health, 15458 North 28th Avenue, Suite D, Phoenix, AZ 85053 using a trackable mail or courier service. You can also use Ciox Health's FedEx account to ship and track records; just ask a Ciox Health representative to send you a FedEx label.

For more information about these and other delivery methods, including additional ways to submit digital files, please contact Ciox Health at 1-877-445-9293.

I treated the patient in a hospital or nursing home and don't have the records listed in the chart request. Do I need to obtain those records?

No, just let Ciox Health know where to find those records.

I received a chart request but the member isn't my patient. What should I do?

Call Ciox Health at 1-877-445-9293. We determine the review site by the provider address on file. If there's more than one physician at an address, it may have been incorrectly considered a single physician site.

I'm located at a large hospital with physician offices billed through the hospital. Can these requests be submitted to a central contact?

Call Ciox Health at 1-877-445-9293 with a list of providers. Please include the following information:

- The site ID
- Practice name
- Providers' names, addresses, phone numbers and primary contact

What if I receive multiple chart pull lists with different site identifiers?

Contact Ciox Health to have the site IDs combined to supply all records from one location or to establish one central contact.

I'm not comfortable faxing patient information. How else can I send it?

Protected health information is safe and secure when faxed to Ciox Health. Ciox Health can also send a FedEx label to you, if you prefer to ship the records. Call Ciox Health at 1-877-445-9293.

Does Blue Cross reimburse copy houses?

No. Health care providers and provider organizations who use copy houses are responsible for reimbursing their vendors.

Resources

Where can I find information on coding guidelines?

You can find specific national coding guidelines at https://www.cdc.gov/nchs/data/icd/10cmguidelines-FY2020_final.pdf.

We can process up to:

- 12 diagnoses on a CMS-1500 paper claim
- 18 diagnoses on a UB-40 paper claim
- 27 diagnoses on an electronic 837 claim

What do I do if the person from Ciox Health missed the appointment?

First, verify your appointment with Ciox Health by calling 1-877-445-9293. Then contact provider clinical consultants Tom Rybarczyk at 313-378-8259 or trybarczyk@bcbsm.com; Corinne Vignali at 313-969-0417 or cvignali@bcbsm.com; or senior analyst Denise McMillan at 313-983-2998 or dmcmillan@bcbsm.com.

Please include the following details:

- Name of the Ciox Health employee who was to visit your office
- Your name
- Your site ID number
- Scheduled review date and your contact information

What if I have additional questions about the medical record retrieval process or my appointment?

- Please call CIOX Health at 1-877-445-9293.

What if I have other questions?

- If you have questions, please contact provider clinical consultants Tom Rybarczyk at 313-378-8259 or trybarczyk@bcbsm.com; Corinne Vignali at 313-969-0417 or cvignali@bcbsm.com; or senior analyst Denise McMillan at 313-983-2998 or dmcmillan@bcbsm.com.

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Ciox Health is an independent company supporting Blue Cross Blue Shield of Michigan by providing risk adjustment services.