



Confidence comes with every card.®

Ciox Health

Phone 1-877-445-9293

Fax reimbursement form to 1-972-957-2143

Fax medical records to 1-817-251-5424

Blue Cross Blue Shield of Michigan

Phone 313-225-7587

Fax 313-431-9451

Medical chart reviews

Background

What services does Ciox Health provide?

Blue Cross Blue Shield of Michigan and Blue Care Network engage Ciox Health to perform medical record retrieval for risk adjustment services for Michigan Medicare Advantage members.

Why are you reviewing the patients' charts?

All Medicare Advantage organizations must submit complete and accurate data to the Centers for Medicare & Medicaid Services. The review helps us confirm suspected chronic conditions that haven't been submitted on a claim for the service date range in question. Conditions actively being treated or those that may affect the patient's treatment should be reported on a claim at least once a year. These reviews 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, or HIPAA, Privacy Rule, which permits providers to release certain protected health information to health 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. 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 Medicare Plus BlueSM PPO or BCN AdvantageSM HMO provider, you must participate in the chart review and provide the charts requested. Please refer to the Medicare Plus Blue PPO or the BCN Advantage HMO provider manuals, available at <http://www.bcbsm.com/provider/ma>.

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

Call Ciox Health at 1-877-445-9293.

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, CMS 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 room, history and physical, discharge summary)
- Labs and diagnostics to include, but not limited to, 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 CMS accepted provider signature requirements listed below:

- Handwritten signature or initials must be 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 providers 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 site.
- If provider isn't listed on the stationary, credentials must be part of their signature.

Note: 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 <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/SignatureRequirements-Fact-Sheet-ICN905364Print-Friendly.pdf>*

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:

- 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:

- The request is for different patients.
- The request is for the same patients but the review is for 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 partner with a vendor to assist in retrieving the records directly from you. The vendors we use may change based on the type of request. We will keep you informed in our provider publications about chart retrieval initiatives and the vendors involved.

Note: From March through May, Inovalon will serve as the vendor for in-state Healthcare Effectiveness Data and Information Set, or HEDIS®, medical record retrievals for Blue Cross PPO, Blue Cross EPO and Medicare Advantage PPO members.

Why does Ciox Health ask for so many charts?

The volume of members selected for each site depends on the number of Medicare Advantage 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. A Ciox Health representative will work with you to establish remote EMR access, if that is your preference.
- 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 817-251-5424 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; 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 — 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 them.

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 is 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. 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. You can also ship the information. Call Ciox Health at 1-877-445-9293 to request a FedEx label.

Reimbursement

Will I be reimbursed for copying patient records?

Yes. We reimburse you \$5 for each individual chart from a provider's office and \$5 per care episode at hospital facilities for Medicare Advantage PPO plan members. We don't honor payment requests for other plans, including any Medicare Advantage plans through Blue Care Network.

How do I request reimbursement?

Download a reimbursement form at <https://www.bcbsm.com/providers/help/faqs/medicare-advantage/provider-toolkit/reimbursement.html>. You may fax your form to 1-972-957-2143. Ciox Health will issue your reimbursement check. Most requests are processed within 30 to 45 business days.

Why doesn't your reimbursement match the Michigan Legislature Medical Records Access Act (Act 47 of 2004) Section 333.26269 Fee Sec. 9?

Section 333.26271 (applicability of act to third-party payer), Section 11, shows this act doesn't apply to:

- Copies of medical records for a third-party payer
- An insurer, as defined in section 106 of the insurance code of 1956, 1956 PA 218, MCL 500.106
- A self-funded plan

Does Blue Cross reimburse copy houses?

No. Providers and provider organizations who contract with copy houses are responsible for reimbursing the vendor.

Resources

Where can I find information on CMS coding guidelines?

Specific national coding guidelines are located here:

<https://www.cdc.gov/nchs/data/icd/10cmguidelines-FY2021.pdf>

We can process up to:

- 12 diagnoses on a CMS-1500 paper claim
- 18 diagnoses on a UB-04 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 call your provider consultant and include the following details:

- Name of Ciox Health employee scheduled to visit your office
- Your name
- Your site ID number
- Scheduled review date along with your contact information

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

Call Ciox Health at 1-877-445-9293.

What if I have other questions?

Call clinical provider consultant Tom Rybarczyk at 313-378-8259 or senior analyst Denise McMillan at 313-983-2998.



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