Documentation Submission Options and Requirements

This document provides instructions for submitting documentation to Cotiviti. Whether it is a response to an Additional Documentation Request (ADR), a Discussion Request Form, or other correspondence, please make note of the specific requirements to avoid unnecessary denials based on non-receipt of documentation.

Electronic submission

- Electronic Submission of Medical Documentation (esMD) is a platform developed by Centers for Medicare & Medicaid (CMS) to enable providers to electronically respond to RAC, MAC, and CERT audits. There are a number of Health Information Handlers (HIHs) that are authorized gateways to submit documentation via esMD. To learn more about esMD and see a complete list of approved HIHs, please visit www.CMS.gov and search on "ESMD." Please remember to designate the document type when submitting any records (e.g., medical record, Discussion Request).

- CIOX Health (formerly HealthPort) has a direct connection with Cotiviti and can also submit documentation at your request.

CD / DVD / USB drive

Medical record documentation may be copied digitally onto a CD, DVD, or USB drive, then securely mailed to us. Please note, USB or other media will not be returned to a provider after use. If your media is received in a format that cannot be read or does not include the appropriate password for access, it may result in denial based on non-receipt of documentation. For the submission to be valid, please carefully follow this protocol:

Content

- Name the media itself according to this convention: <Provider Medicare ID>_<date sent using MM-DD-YYYY format>_<number of images on CD/DVD>.

- The label on the outside of the media (i.e. written/typed) should also be named as above.

- Submit only one request (individual ADR) per media. Please do not put the records associated with multiple ADRs onto one CD/DVD/USB.

- Scan a copy of Cotiviti's ADR letter onto the media.

- Save each claim record as an individual image file. Do not scan multiple records into one file, and do not save individual pages as individual files.

- Save only the maximum number of files onto each media (if multiple are needed).

Format

- Images should be saved as PDF or TIFF files.

- Images should be in black-and-white only.

- Each file name must match the Claim Number(s) (ICN) as shown exactly on your request letter—no extraneous characters, numbers, or symbols in the image name.

- The file name must match the Claim Number(s) (ICN) found on the ADR letter.

Cotiviti, Inc., Hillcrest III Building, Suite 150, 731 Arbor Way, Blue Bell, PA 19422
Phone 866-360-2507, Fax 203-529-2995, Website www.Cotiviti.com/RAC

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Encryption

- For HIPAA compliance and security, it is strongly recommended that all CD/DVDs sent are encrypted and password protected. Cotiviti recommends the use of FIPS compliant AES encryption, which is available as part of widely used encryption programs like WinZip and 7-Zip.

- Cotiviti also accepts PGP encryption, but please note that if medical images are encrypted through PGP, public and private keys to decrypt image files must be established prior to shipment.

- Only the CD/DVD itself should be password protected, not each individual image.

- Other than what is described above, there should be no additional permission restrictions for accessing the image files.

- Passwords should not be mailed and should not be included in the same package as the CD/DVD itself. Please send an email to Cotiviti at RACInfo@Cotiviti.com with the required password. In addition to the password, that email should reference the provider name as well as the CD/DVD name as described above. **Note:** Please ensure the password provided is accurate. Passwords are case-sensitive. Records are not considered received until Cotiviti receives the working password required to access the images.

Sending

- Enclose the CD/DVD in a tamper-proof package.

- Cotiviti recommends the usage of a trackable method of mail submission and accepts deliveries from all carrier services. Send to the address shown below.

Mail

Cotiviti recommends the use of a trackable method of mail submission, and accepts deliveries from all carrier services. To avoid unnecessary denials based on non-receipt of documentation, please follow these instructions:

- No staples. However, you may use paperclips and/or rubber bands to organize the record(s).

- A copy of the ADR letter should be the first document in your submission.

- If there are multiple claims in the request, a separator must be used in between the documentation for each. The following are the instructions for that separator:

  – Use the appropriate page from the claim listing as a separator.

  – Simply copy the page, place an X in the empty box in the left margin that corresponds with the claim number, and use that as a coversheet for that claim's documentation.

  – If you are submitting one record that applies to multiple claims in this request, you may place an X in multiple boxes for the corresponding claim numbers.

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Fax 203-529-2995

Due to the inconsistent reliability and quality of fax transmission, we do not recommend single fax transmissions over 50 pages, and we do recommend a single transmission for each individual claim record. With each claim/transmission, you must include a copy of the Cotiviti form or letter to which you are responding.

Please note that when your fax machine receives an "OK" that your transmission was successful, it means that the transmission was successfully received by your fax server, not necessarily that it was

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successfully received by Cotiviti. See the information below to understand how you can utilize the Provider Portal to ensure Cotiviti has your documentation.

Cotiviti Provider Portal

You can check your claim review status 24/7, update your contact information, see Review Rationales, and confirm the receipt of your documentation via the Cotiviti Provider Portal at www.Cotiviti.com/RAC. Choose Provider Portal Login.

In addition, should you have any questions, representatives are available Monday through Friday, 8:00 a.m. to 6:30 p.m. EST.

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