

Medical Record Submission Instructions Medicare's CGI RAC Region B

Records are accepted in **paper format** and on **CD** or **DVD**.

DUE DATE: 45 days from the date on the medical record request letter

Paper Records

Paper medical records must meet the following requirements:

- Free of staples and paperclips.
- Pages should be top faced, and face up.
- Photocopy must be of good quality and legible.
- Include a copy of the CGI RAC B Additional Documentation Request Letter (medical record request letter).

Imaged Records

CGI RAC Region B encourages providers to submit medical records in imaged format via CD or DVD.

Imaged medical records must meet the following requirements:

- Scanned image resolution must be 200 dpi and in black and white
- Image must be in the TIFF format, with Group 4 compression.
- Multipage documents must be in one image. For example, a 50 page medical record will be one image file.
- Scanned image must be legible.
- The image file naming convention must be as follows; <Patient Name>_<Admit Date/Date of Service>. For example, if the Patient Name is John Smith and the date of service is October 1, 2008, then the file will be named JohnSmith_10012008.tif.
- Include a paper copy of the CGI RAC B Additional Documentation Request Letter (medical record request letter).

Medical Record Submission

- Label the CD or DVD according to the following naming convention; <Provider Facility Name>_<medical record request letter date in YYYYMMDD format>. Example: MercyHospital_20091212.
- For security purposes, it is recommended that all images sent be encrypted in a zip file that is password protected. The password will be your Additional Documentation Request Letter ID (medical record request letter).
- If medical images are encrypted using PGP or any other method, you must contact CGI RAC Region B prior to shipment to validate the encryption method. This can be accomplished by calling our CGI RAC Region B Call Center at 1-877-316-RACB (7222).
- Please send all medical records, both paper and CD or DVD, in tamper proof packaging, such as security mailers, tamper evident mailers, or security labels.

Send medical records as follows:

Medical records for Indiana, Illinois, Kentucky, Michigan and Ohio:

CGI Federal Inc.

Attn: RACB

1001 Lakeside Ave., Suite 800

Cleveland, OH 44114

Medical records for DME, Home Health, Minnesota and Wisconsin:

Attn: Medicare Recovery Audit Subcontractor - Region B

PO BOX 742888

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