



Provider Medical Record (MR) Submission Requirements

SUBMISSION REQUIREMENTS (Paper/CD/DVD)

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

Paper Medical Records

- Include the original or copy of the medical record request letter from the RAC. If possible, highlight claims on the letter identifying the medical records attached.

CD/DVD Medical Record Submission Requirements:

Attention

Prior to an ongoing submission of medical records via a CD/DVD, a provider will have to perform a successful test of transferring medical records with Connolly Healthcare. A successful test will be contingent on the below specifications being met:

MRs Format

- Scanned image resolution must be 300 dpi and in black and white
- Image format must be in either .TIFF or .PDF format
- One image per medical record, i.e., multiple-page image file. For example, a two hundred page medical record will be one file.
- The image file name must be the **requested claim number**. For example if the claim number **123456** is requested, the filename would be **123456.pdf** or **123456.tif**
- Copy of our medical record request letter
- The following metadata (excel file or tab delimited text file) must be included with the image submission
 - Requested Claim Number
 - Begin Date of Service
 - End Date of Service
 - Patient name (first and last name)
 - Patient DOB
 - Patient HIC Number
 - Patent Account/Control Number
 - Medical record number
 - Provider Name (full name)
 - Provider Number
 - Provider NPI
 - Number of pages or the file size of the image submitted for acknowledgement purposes

- Total number of medical records on the CD/DVD
- There should be one entry per image in the metadata file

MRs Submission

- Images are to be sent via CD or DVD **in a tamper-proof package**
- CD or DVD should follow the following naming convention for easy communication, tracking , and reconciling purposes: <Provider ID>_<sent date in **MM-DD-YYYY** format>_<number of images>
- For security purposes it is strongly suggested that all images sent should be encrypted and password protected.
 - If medical images are encrypted through Winzip, a separate email to the MR address located at (www.connollyhealthcare.com) should be sent to Connolly with the password needed to unzip the files referencing: <Provider ID>_<sent date in **MM-DD-YYYY** format>_<number of images>
 - If medical images are encrypted using PGP, public and private keys to decrypt image files must be established prior to shipment

MRs Acknowledgement

- Once Connolly receives the CD or DVD it will be processed and a fax and/or email will be sent to the provider's medical record contact person (identified on the Request for Contact Information Form) with the following information:
 - CD/DVD Name
 - Received Date
 - Processed Date
 - Status: Accepted / Rejected
 - Reason for rejection: file count mis-match; page count mis-match; missing metadata file
- The whole CD/DVD will be rejected if it fails validation
- It is **strongly** suggested that images sent on CD/DVD should be sent via trackable carriers (FedEx, UPS, DHL, registered USPS mail, etc.).