Anthem Blue Cross and Blue Shield

Retrospective Medical Record Review Program Launches

Risk adjustment is the method used by CMS to adjust the capitated payment made to Medicare Advantage plans based on demographic characteristics and health status, represented by diagnosis data and disease interactions, of each member enrolled in our plans.

This relies on the timely and accurate collection and submission of member diagnosis data each year.

All diagnosis data must be supported by the member’s medical record documentation. Federal regulations require us to review and validate medical records to avoid underpayments and overpayments.

Program details
Our retrospective medical record review initiative is a risk adjustment program intended to identify and capture previously undocumented or new diagnosis data that might have been missed due to coding and/or technical limitations.

We contract with Verscend Health, formerly Verisk, to conduct Provider outreach requesting medical records with dates of service for the target year (2016) thru present day, then review and code the record.

What you need to know
Jaime Marcotte, Retrospective Risk Program Lead, is managing this initiative. Should you have any questions regarding this program please do not hesitate to contact Jaime at Jaime.Marcotte@anthem.com or 314-925-6094.

Frequently Asked Questions – Retrospective Medical Chart Review

What is the Retrospective Medical Record Review?

Our Retrospective Medical Record Review program is intended to identify and capture previously undocumented or new diagnosis data that might have been missed due to coding or data challenges.

We contract with Verscend Health, formerly Verisk, exclusively for this effort.

What services is Verscend performing on behalf of Anthem Blue Cross and Blue Shield?

Verscend is contracted to retrieve the targeted member medical records, review the record, and code the record based on ICD-10-CM coding guidelines & requirements.

A data extract including the coded conditions are sent to Anthem.
Is the retrospective medical record review an audit?

This is NOT a retrospective claims validation audit

What dates of service are included for the 2017 initiative?

Scope includes 2016 date of service through current day

Are all Medicare Advantage members targeted?

No. Anthem conducts a complex effort synthesizing claims and pharmacy data with enrollment data
Persistent members targeted with the highest probability of identifying undocumented or new diagnosis data

What is the provider notification process?

Beginning in early May, Verscend will initiate the record retrieval process
The process begins with telephonic or fax outreach to the provider which is followed by a written request
The written request includes:
  o Role of Verscend
  o Purpose of the medical record retrieval request
  o Action being requested (i.e. submission of the entire medical record)
  o Name of the member
  o Dates of service being requested

When does the provider need to submit the requested medical records?

The provider should supply the medical records within two weeks following receipt of the request
Verscend will work with the provider throughout 2017 to obtain the requested records if the volume is large

What should the provider do if the provider did not actually see the member during the requested date(s) of service?

The provider should return the request to Verscend with an explanation that no information relative to the request appears on the patient’s medical record

How does the provider submit a medical record? Are there different submission options?

The medical record(s) may be returned to Verscend using the following methods:
  1. Mail: Prepaid Postage
  2. EMR Integration (Remote access to Provider’s EMR system by Verscend)
  3. Secure FTP Transfer
4. Provider Portal Upload *(Contact Jaime Marcotte for details regarding this option)*  
6. Onsite Scanning *(Reserved for providers with large record requests)*

**What arrangements can be made for providers that received a request for a large number of medical records?**

Verscend will make available onsite scanning services for those providers who receive a request for a large number of medical records.

**Is the provider required to comply with the request for medical records?**

In accordance with the language in the provider agreement/terms and conditions of payment, all providers are required to comply with Anthem’s request for medical records.

**Does the provider need a HIPAA authorization or release to supply the medical records?**

No. The collection of risk adjustment data and request for medical records to validate payment made to Medicare Advantage organizations is considered a health care operation and, as such, does not violate the privacy provisions of HIPAA (CFR 164.502).

**Who can I contact if I have questions?**

Jaime Marcotte  
Verscend Retrospective Program Manager  
+1 314-925-6094  
Jaime.Marcotte@anthem.com
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