



BlueCross BlueShield of South Carolina and
BlueChoice HealthPlan of South Carolina

Independent licensees of the Blue Cross and Blue Shield Association

Date: June 1, 2017

Dear Provider,

**IMPORTANT
CMS AUDIT REQUEST**

Why we are writing: We are contacting you because we have been notified by the Centers for Medicare and Medicaid Services (CMS) that we have been selected for Risk Adjustment Data Validation (RADV). This audit requires that we submit medical records validating diagnostic information that was previously submitted to CMS through claims.

We want to assure you that there are no financial consequences to you as a result of this audit. Please note this request is not related to previous medical record requests that you may have received from us or any other vendor acting on our behalf.

What you need to do: To comply with this audit request, CMS has identified member medical records needed for 2016 dates of service. Enclosed, you will find the list of the members seen by your practice in 2016. **Please provide the entire 2016 medical chart for review.**

Please bear in mind that medical records requested for audit purposes should be provided at no cost as a part of your contractual agreement with us. In addition, we do not have any affiliation or contractual agreement with third party record retrieval vendors such as Healthport, Cioxx, MRO, etc. and as such, are not permitted to contact them on your behalf.

How to submit the requested records: In order to meet the CMS deadline, please submit the required medical records for 2016 to us by June 19, 2017. You may submit the records via fax at 803.419.8191 and include this letter with your fax. Or, if you would prefer, you may mail the medical records to:

BlueCross BlueShield of South Carolina
Attn: Grace Botello-Naso, RN
Quality Improvement Coordinator
P.O. Box 6170, AX-310
Columbia, SC 29260

If you prefer to have one of our Quality Navigators come on site to pull the records, we will be happy to accommodate your request. Failure to respond will result in an increase of medical record requests and attempts from our staff to schedule onsite visits in an effort to assist your practice with retrieval of the needed records.

We thank you in advance for your cooperation and assistance.

Sincerely,

Grace Botello-Naso, RN, BSN
Quality Improvement Coordinator
Accreditation and Compliance Department
BlueCross BlueShield of SC/BlueChoice HealthPlan
803-382-5530