

Performant Recovery, Inc.

Medical Record (MR) Submission Requirements (Paper/CDs or DVDs) Record Requirements

- Please note that the additional documentation and medical records for **Prepay audits are due within 30 days. Post Pay audits are due within 45 days** from the date of the additional documentation request letter.
- Please be sure all documentation submitted is **legible**.
- Please submit only requested documentation as identified in the letter and documentation that specifically supports the procedures/codes billed for all dates of services related to the claim. If not requested please omit before sending.
- **All Blank pages should be OMITTED** (Note: Provider will not be paid for blank pages)
- The metadata excel file must be included with each submission
 - Requested claim number
 - Begin date of service
 - End date of service
 - Patient name (first and last name)
 - Patient DOB
 - Patient HIC number
 - Patient 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

CDs or DVDs Medical Records:

- **Scanned image resolution must be clear and legible. 300 dpi and in black and white.**
- Image format must be in either PDF or TIFF format though **PDF is preferred**
 - For PDF format, DO NOT password protect the individual PDF files. Instead, zip all PDFs into a WinZip file and encrypt it.
- CD/DVDs do not require encryption but it is recommended for security purposes. If encryption/password protection is desired, the following common WinZip options are accepted:
 - Zip 2.0 compatible encryption
 - 256-Bit AES encryption
 - PGP Encryption
- If a password is required to open a zipped CD/DVD please submit that password to Performant Recovery, **Prior** to shipment, via one of the methods below. Must include a record identification reference (reference number/claim number/audit number) for identification.
 1. **Call (866) 201-0580** and provide password to a Provider Service Representative
 2. E-mail password to **info@performantrac.com**

NOTE – Do not leave the password on the Performant Recovery voice mail

- If medical images are encrypted using PGP, public and private keys to decrypted image files must be established prior to shipment, using one of the above methods.
- One image per medical record, i.e., multiple-page image file. For example, a two hundred page medical record will be one file.
- Multiple charts can be sent on one CD/DVD but each chart request must be a separate PDF/TIFF file.
- The image file name **MUST** be "provider NPI-Claim number". For example if the claim number **123456** is requested and the provider NPI was **654321**, the filename would be **654321-123456.pdf** or **654321-123456.tiff**

- Label on the CD or DVD according to the following naming convention for easy communication, tracking, and reconciling purposes: <Provider NPI>_<sent date in **MM-DD-YYYY** format>_<number of images>, your facility name.
- We strongly suggest sending all medical records to Performant Recovery via traceable carriers (FedEx, UPS, DHL, registered USPS mail, etc.)
- Please send CD/DVD images *in a tamper-proof package*.

Submission of Paper Medical Records

- Include the original or copy of the additional documentation request (ADR) letter.
- Free of staples and paperclips.
- Pages should be top faced, and face up.
- Photocopy must be of good quality and legible.
- Records must be copied on **only one side**
- Highlight claims on the letter identifying the medical record attached.

- **Send all medical records to:**

**Performant Recovery Inc.
2819 Southwest Blvd
San Angelo, TX 76904**

PREPAY REVIEW

**Performant Recovery Inc.
2819 Southwest Blvd
San Angelo, TX 76904**