

JULY 2024

Provider Instructions for Submitting Medical Records for Quality of Care Reviews

This process is for Quality of Care reviews only. Effective October 1, 2020, the Centers for Medicare & Medicaid Services (CMS) has required that all medical records be requested electronically.

Instructions:

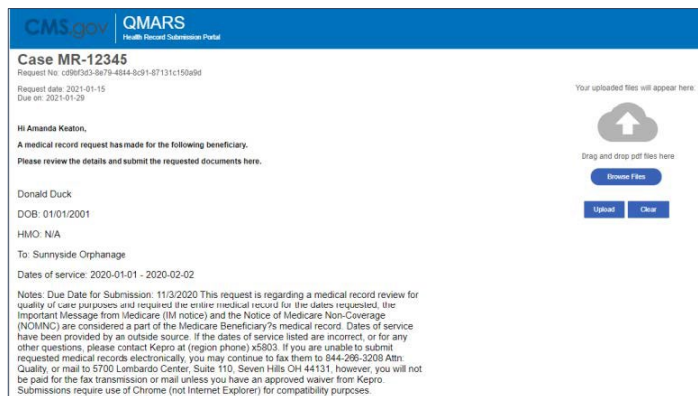
1. The provider will receive an email from “CMS-MFT” which may also appear as **noreply@hcqis.org**.

This email has been sent to the last email that CMS has on file for the provider. If the provider does not see this email in their inbox, they should check their “Junk” folder to ensure they are set up to receive emails from this sender to their inbox.

If the provider still cannot locate the email, they can reach Acentra Health’s Quality of Care Medical Records Dept. at the number below.



2. The provider will click on “Go to EHR Submission Form” (this link is available for 14 days), and it will open a webpage in their browser that looks like this:



3. Providers simply need to use the “Browse Files” option to attach the medical record (only PDF documents can be attached) and then click “Upload” to send the document.

Some important notes for submitting medical records for Quality of Care medical record reviews initiating from beneficiary complaints:

- Submissions require use of Chrome (not Internet Explorer) for compatibility purposes.
- All medical records for the specified dates of service need to be sent as one document. If the record consists of multiple documents, the easiest way to combine them is to scan them all into a single document.
- The entire medical record is required, including all phone communication, Important Message from Medicare and Notice of Medicare Non-Coverage.
- If providers are unable to submit medical records electronically, they may fax them to the number listed on the request; however, they will not be paid for any items sent via fax or U.S. mail without an approved waiver from Acentra Health.
- Dates of service have been provided by an outside source. If the dates of service listed are incorrect, or for any other questions, please visit www.acentraqio.com/providers/medical-records/ or contact the Acentra QOC Medical Records Department at the phone number below, using ext. 5803:
 - Region 1 phone number: 1-888-319-8452 (CT, MA, ME, NH, RI, VT)
 - Region 4 phone number: 1-888-317-0751 (AL, FL, GA, KY, MS, NC, SC, TN)
 - Region 6 phone number: 1-888-315-0636 (AR, LA, NM, OK, TX)
 - Region 8 phone number: 1-888-317-0891 (CO, MT, ND, SD, UT, WY)
 - Region 10 phone number: 1-888-305-6759 (AK, ID, OR, WA)

Please note, Acentra Health does not accept paper copy medical records per CMS Final Rule 17-35F.

Technical difficulties should be reported to the QNET Help Desk:

- Phone: 1-866-288-8912 (7 a.m. to 7 p.m. Central Time, Monday through Friday)
- Fax: 1-888-329-7377
- E-mail: qnetsupport@hcqis.org

If you would like to update your Provider Contact Information on file, please visit our [Update Your Contact Information](#) page.