

## Frequently Asked Questions Electronic Submission of Patient Records to QIOs October 2020

### 1) What is the BFCC QIO Announcing?

Beginning October 1, 2020, providers submitting patient records to QIOs are required to do so using a secure electronic mechanism.

### 2) What are the types or electronic medical record formats?

Current secure electronic mechanisms available to submit patient records include:

- Secure File Transfer
- Managed File Transfer
- Secure QIO/Provider Portals
- Secure Third Party Portals
- esMD
- Other, such as secure messaging

QIOs will work with providers to determine the mechanism that best meets their current capabilities, and additional mechanisms may become available in the future.

### 3) Can I still send a facsimile?

Providers who lack the capability to submit patient records using a secure electronic mechanism may request a temporary waiver from this requirement from their QIO. Upon receiving approval of the waiver request, the provider may submit patient records via facsimile.

### 4) What are the reimbursement rates for Electronic Medical Record submission?

QIOs may reimburse providers for electronic submission of patient records at a rate of \$3.00 per request.

### 5) Who is eligible for a waiver and how they can apply?

A healthcare provider or practitioner who lacks the capability to submit patient records using any electronic mechanism currently available can request a temporary waiver from the requirement to submit patient records electronically. The provider should notify the QIO that they lack the capability to submit patient records electronically at the time of the patient record request. The QIO will then provide additional instructions for submitting a request for a waiver.

**6) Can a provider submit the requested patient records to the QIO in multiple transmissions?**

Yes – However, providers may only receive one reimbursement for fulfilling a given patient record request, and the provider must use the unique case identifier number provided by the QIO with the record request.

**7) Where can a provider go to learn further information?**

Please contact the BFCC-QIO for operational, process, technical and waiver questions related to the regulation updates. Additionally, the appropriate CMS staff assigned to each BFCC-QIO will receive this correspondence.

**BFCC-QIOs**

**Livanta:** <https://www.livantaqio.com/en>

**Kepro:** <https://www.keproqio.com/>

Provided by:

Centers for Medicare & Medicaid Services  
Beneficiary Reviews & Care Management  
iQuality Improvement & Innovation Group

October 6, 2020