

Provider Instructions for Submitting Medical Records for Quality of Care Reviews

This process is for Quality of Care reviews only. Effective October 1, 2020, CMS has required that all medical records be requested electronically.

Instructions:

1. The provider will receive an email from Acentra Health at qualityofcare@acentra.com. This message will be sent to the last email address 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. If the provider still cannot locate the email, they can reach Acentra Health’s Quality of Care Medical Records Department utilizing the phone numbers listed on the next page.
2. Navigate to the “Healthcare Providers” tab and choose the dropdown titled “Medical Record Electronic Submission.”
3. Next, navigate to the section titled “QOC, Sanction & Referrals Reviews.”

QOC, Sanction & Referrals Reviews

Select this button to upload records for QOC, Sanctions & Referrals:

Medical Record Upload

4. Then, select “Medical Record Upload.” This action will open a webpage that looks like this:

Medical Record and Correspondence Upload

Please choose the appropriate radio button for the requested review type prior to uploading documentation. Please see below for specifics related to each radio button.

☐ QOC Review ☐ Sanction Review ☐ Referral

- # Medical Record and Correspondence Upload
- Please choose the appropriate radio button for the requested review type prior to uploading documentation. Please see below for specifics related to each radio button.
- ☒ QOC Review ☐ Sanction Review ☐ Referral
- For QOC reviews:** Please provide the applicable "C," "QOC," or "MR" Case ID noted on the request correspondence. A valid CCN or NPI is required for verification. Please provide the complete medical record as requested.
- Important:** Ensure only one beneficiary's medical record is uploaded per Case ID to protect privacy and maintain data security.
- Case ID [Where is my QOC ID?](#) Select Medical Record file
- | | |
|---------|--|
| Case ID | <input type="button" value="CHOOSE FILE"/> No file chosen |
| CCN | (Format: chx, doc, docx, jpg, jpeg, pdf, ppt, pptx, xlt, xls, xlsx, xhtm, ximg, xmp3, xmov, zip, xls + 400 MB) |
| NPI | |
- Note: The ID must correspond to the medical record file.
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- Please note the referral identifier (C, QOC, or MR) and a CCN or NPI are required for submission.
- 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 the Important Message from Medicare (IM), and the Notice of Medicare Non-Coverage (NOMNC).
- If providers are unable to submit medical records electronically, they may fax them to the number listed on the request.
- An outside source provides the dates of service. If the dates of service listed are incorrect, or for any other questions, please visit www.acentraqio.com/providers/medicalrecords or contact the Acentra Health QOC Medical Records Department at the phone number below, using ext. 51030:
 - 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)

If you would like to update your Provider Contact Information on file, please visit:
www.acentraqio.com/providers/updatecontactinfo.