BlueCross BlueShield of Mississippi

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How-to Guide

Electronic Medical Records

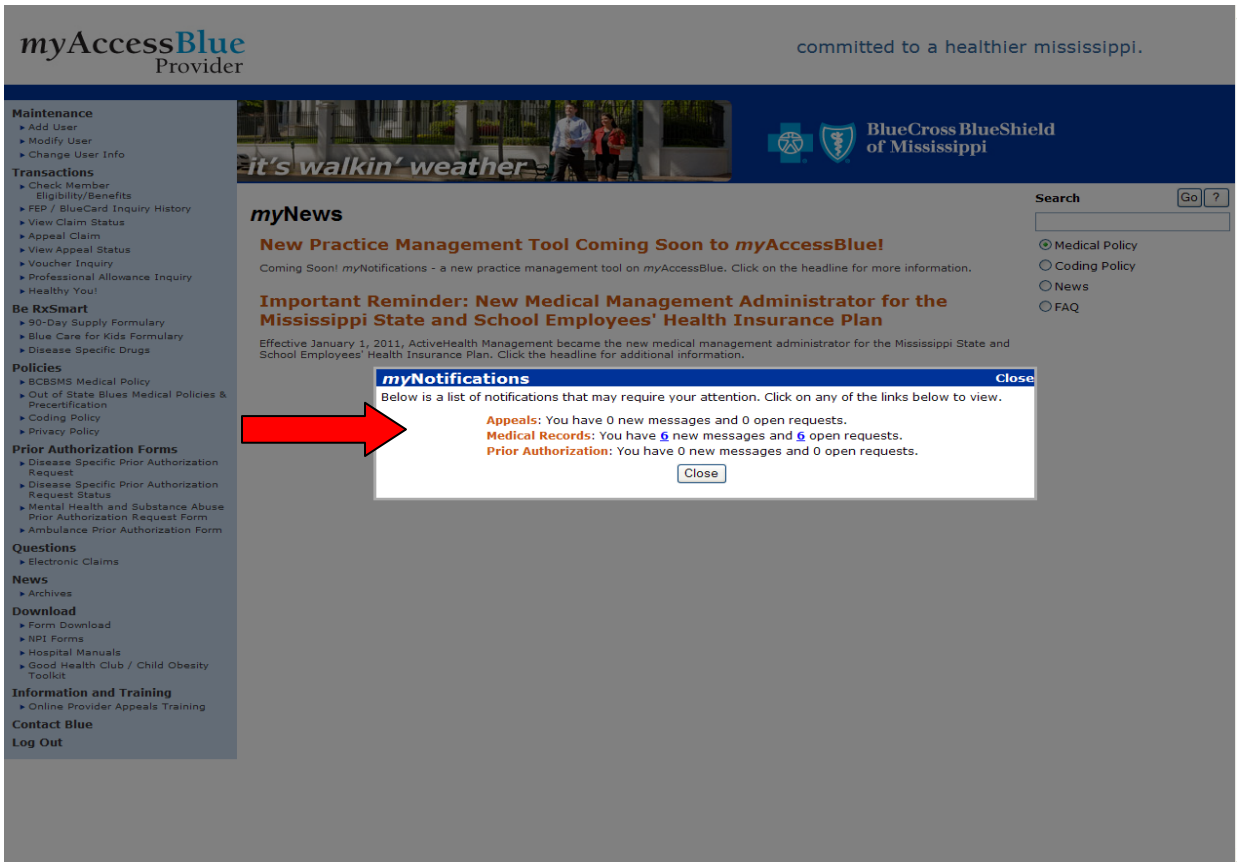
“How To” Guide for Electronic Medical Records Submisson

June 2011

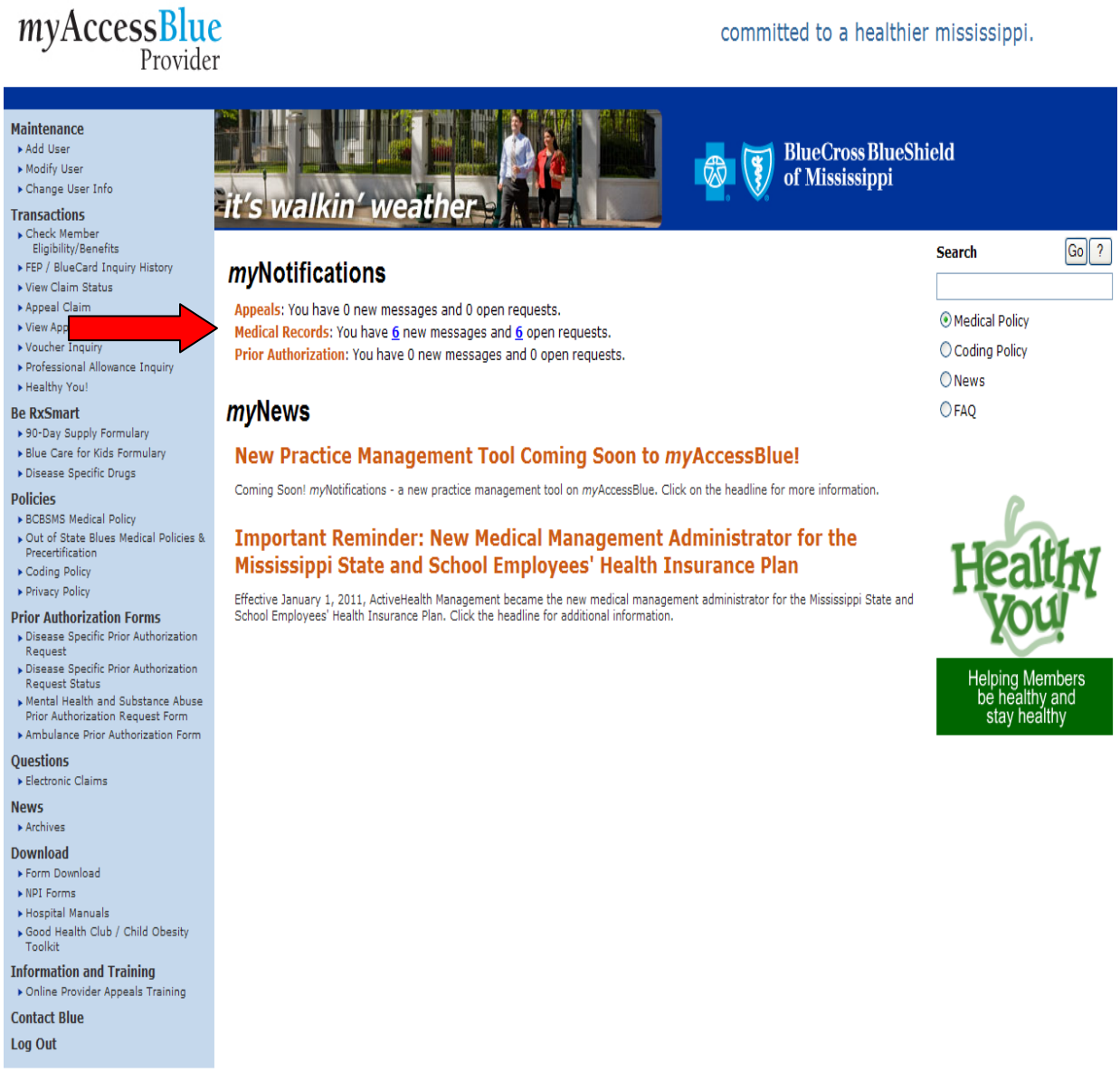
The *my*Notifications **Electronic Medical Records Submission** tool is designed to smoothly facilitate e-communication between Blue Cross & Blue Shield of Mississippi (BCBSMS) and your clinic/hospital staff. The *my*Notifications electronic medical records submission e-tool is located in the *my*Notifications message center section of the *my*AccessBlue Home Page.

When you log-in to *my*AccessBlue, the *my*Notifications **Electronic Medical Records Submission** tool will alert you to new medical record requests and open medical requests. You may elect to either view your messages displayed, or you may close the *my*Notifications message alert box, by clicking on the **‘Close’** button and view the messages at a later time.

Should you decide to close the *my*Notifications message alert box, you will then be directed to the *my*AccessBlue Home Page.



The *my*Notifications section of the *my*AccessBlue Home Page will display all new medical records requests, as well as any outstanding, open requests for medical records that require your attention.



There are three ways you may view the medical records requests initiated by BCBSMS:

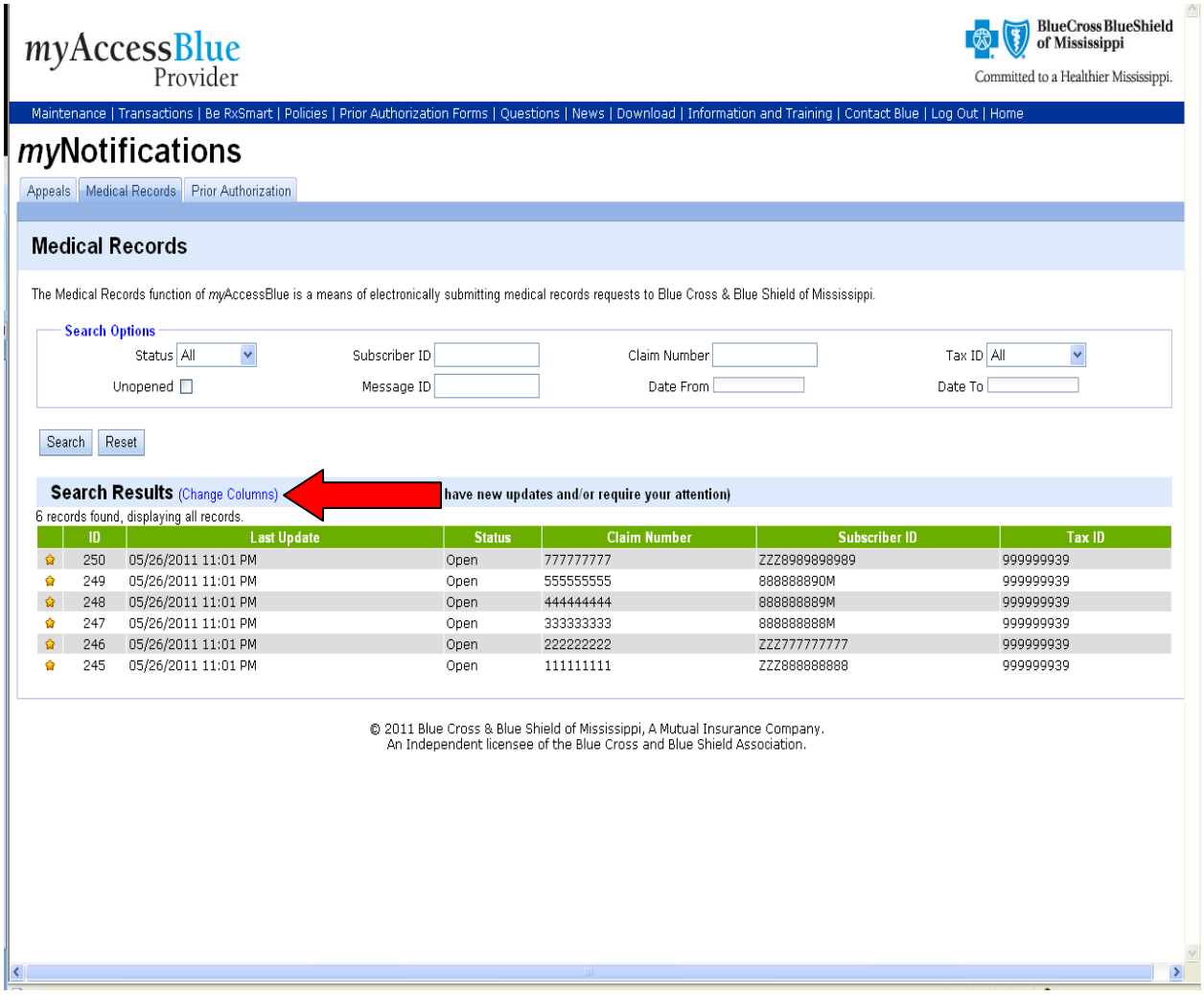
1. To view only **new messages,** click on the highlighted corresponding number indicator. You will then be directed to the **Medical Records Listing Screen**.
2. To view only **open requests,** click on the highlighted corresponding number indicator. You will then be directed to the **Medical Records Listing Screen**.
3. To view all **new messages and open requests,** click on the highlighted **'Medical Records'** link. You will then be directed to the **Medical Records Listing Screen**.

***my*Notifications-Medical Records Listing Screen**

The **Medical Records Listing Screen** will display a listing of all open BCBSMS medical record requests associated with your provider's identification number(s).

The listing screen will display information to help you easily identify each medical records request including: **Medical Records Request ID, Tax ID, Claim Number, and Subscriber ID.**

Additional information columns can be added or removed to customize your search result view. To view these options click on the **'Change Columns'** link.



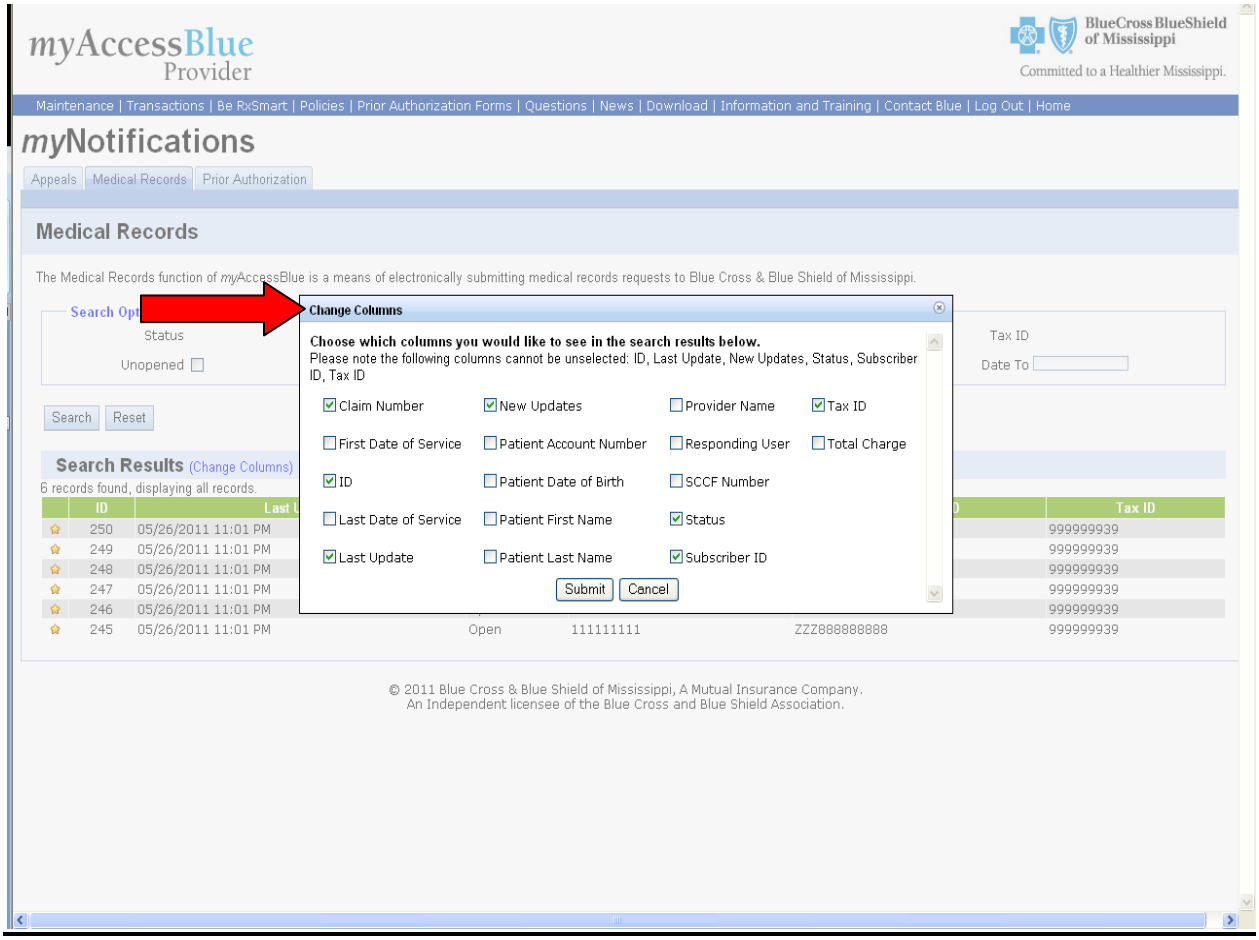
***my*Notifications-Medical Records Listing Screen**

Once you have clicked the **'Change Columns'** link, the **"Change Columns"** option box will open.

In this box you can choose from a list of columns, which can be added or removed, to display the information needed for your daily electronic medical records operations.

The following columns are set as default options and cannot be removed: **ID, Last Update, New Updates, Status, Subscriber ID, and Tax ID.** You may select up to twelve total columns, including the default columns to be displayed at one time.

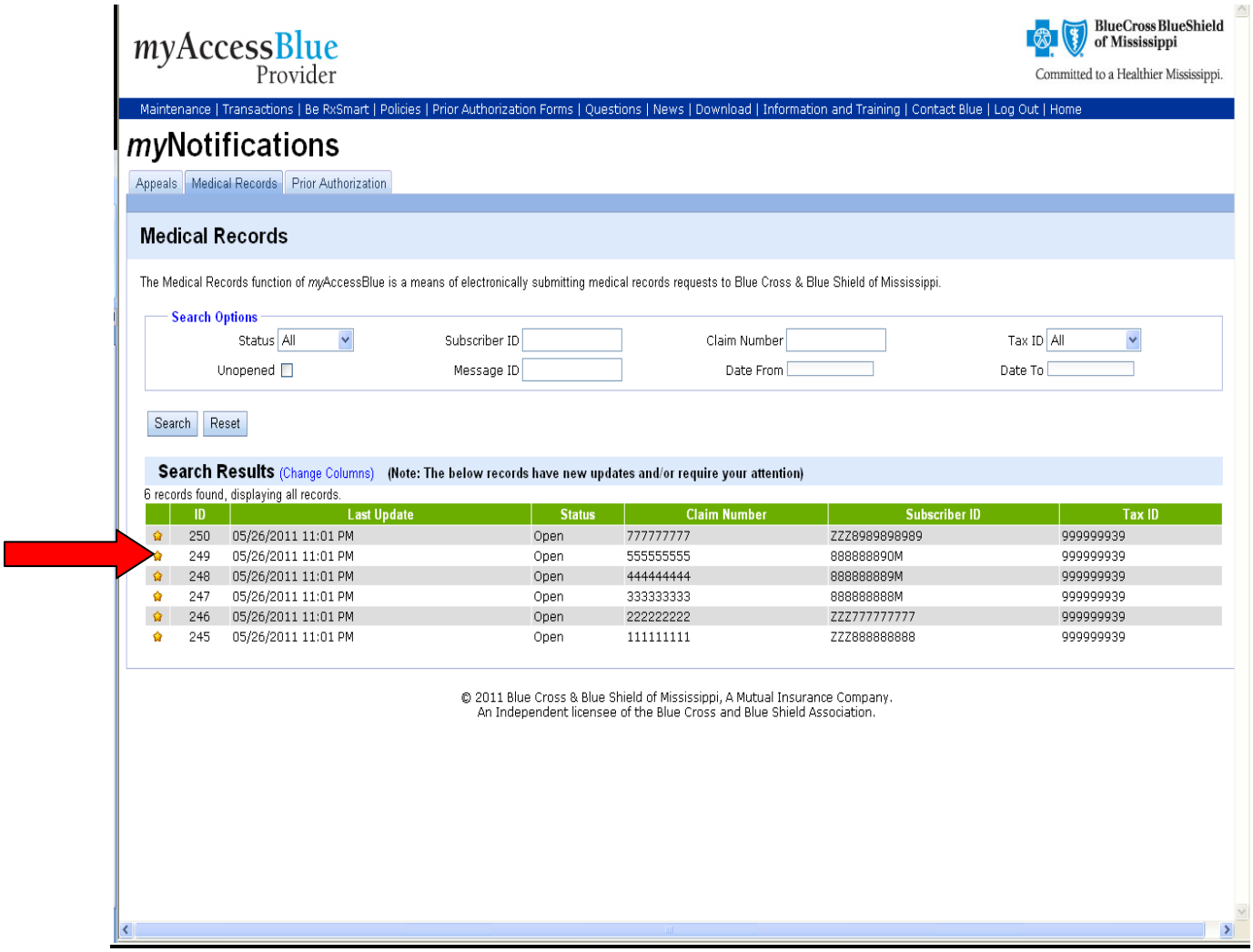
Once you have selected the columns you wish to display, click **'Submit'**, and the columns will be displayed on the **Medical Records Listing Screen.**



***my*Notifications-Medical Records Listing Screen**

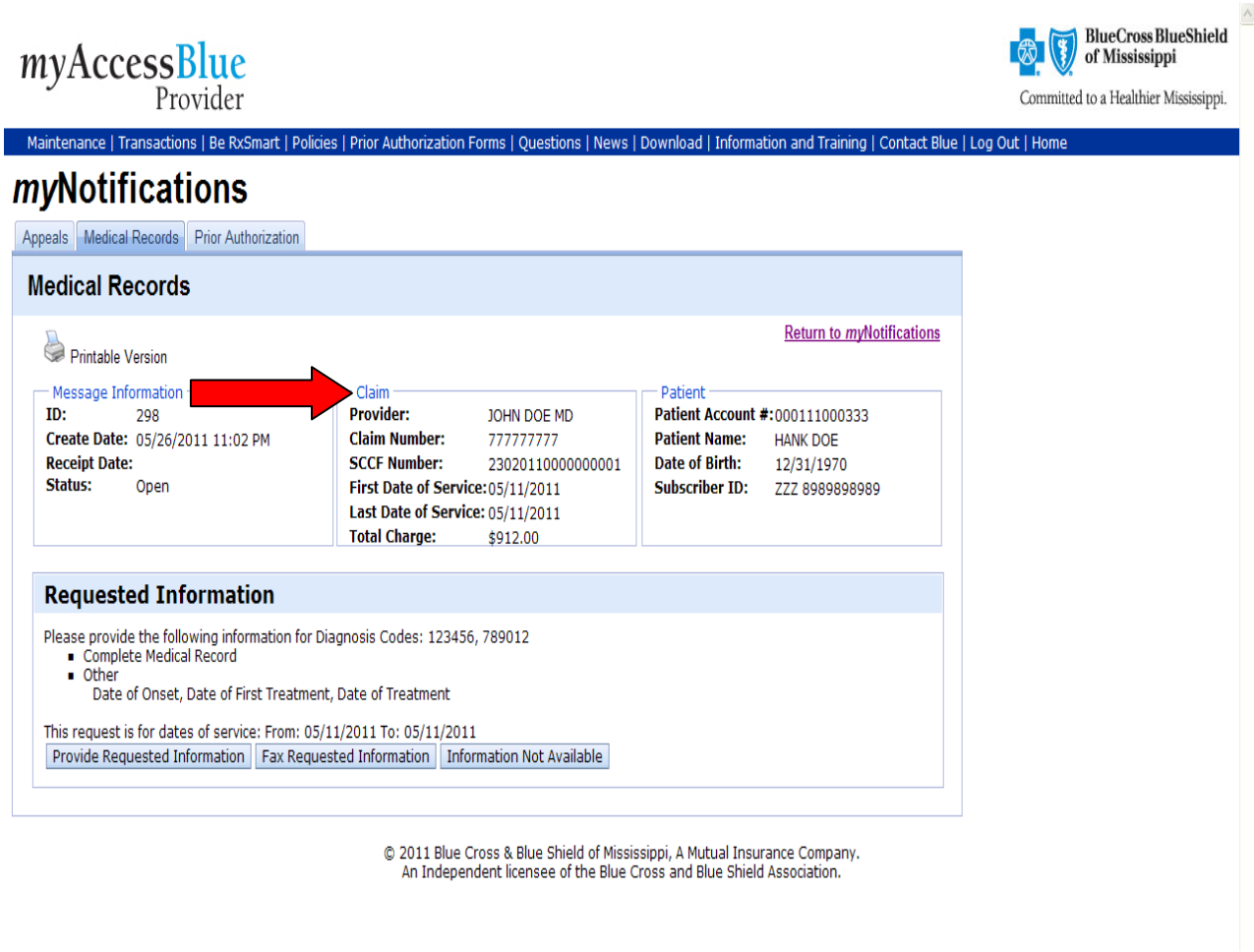
To view the details of a request, click on the corresponding record. You will then be directed to the **Medical Records Detail Screen**.

Note: Requests that contain a **new message** will be denoted by a star located to the left of the request record. The star will remain visible until the request has been viewed.

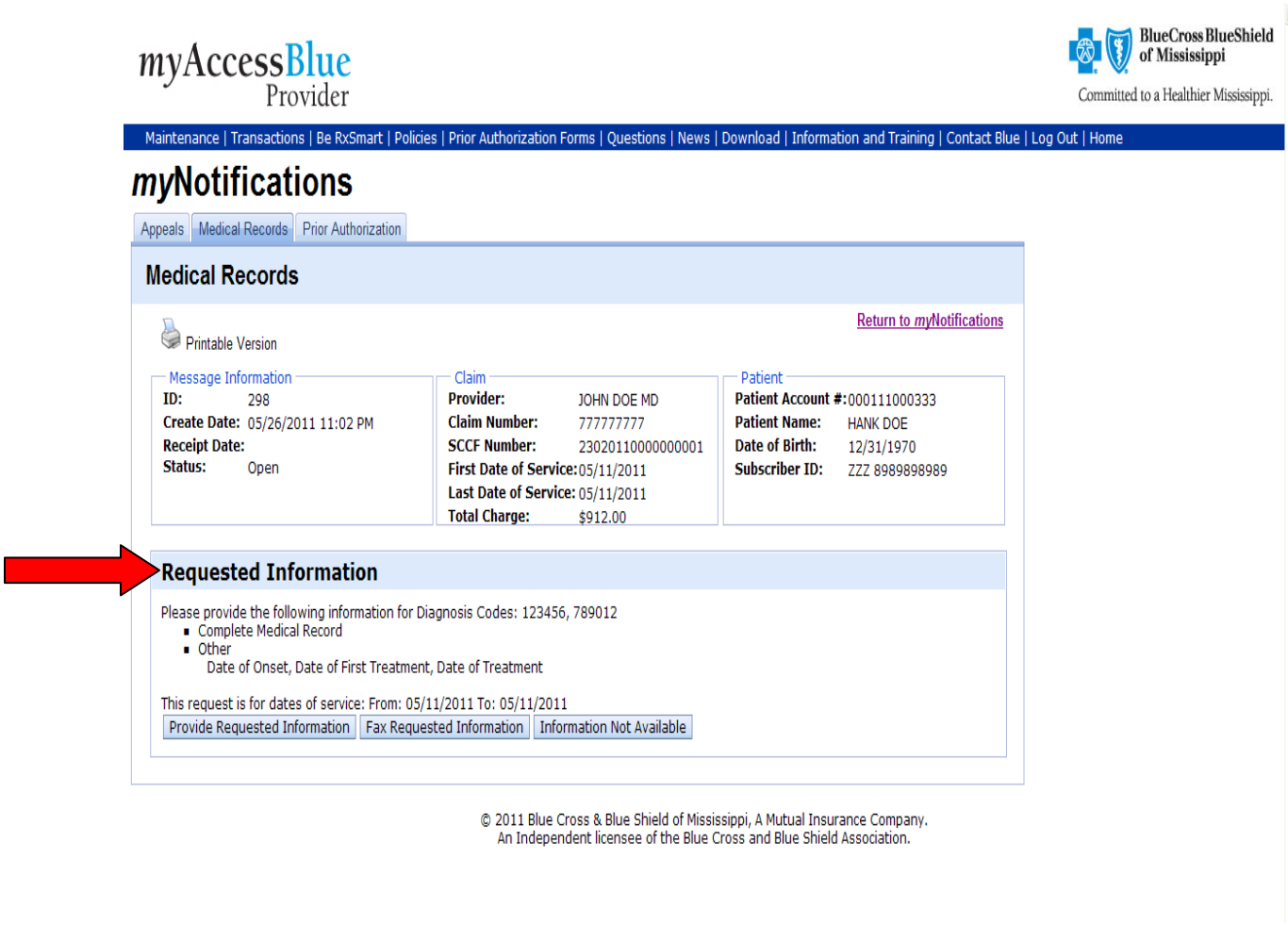


***my*Notifications-Medical Records Detail Screen**

The *my*Notifications **Medical Records Detail Screen** provides you with a detailed summary of the medical records requests' corresponding claim information.

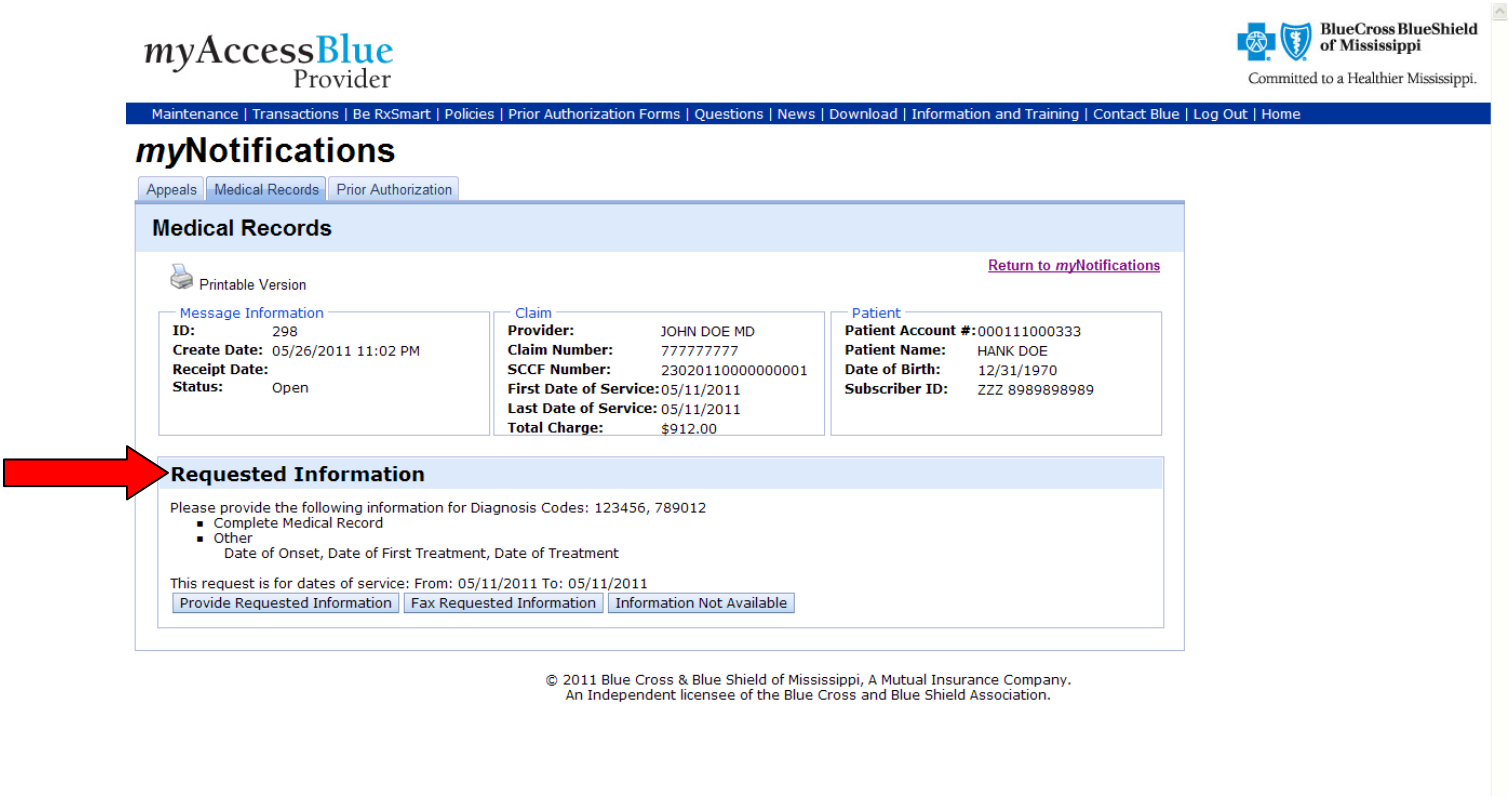


The **"Requested Information"** section provides you with a detailed listing of the types of medical records requested.



On the **Medical Records Detail Screen**, you will have the ability to select a method for submitting your medical record documentation. You may choose to electronically upload documentation, provide requested information by typing a written response if applicable, or fax the information directly to the BCBSMS dedicated fax line.

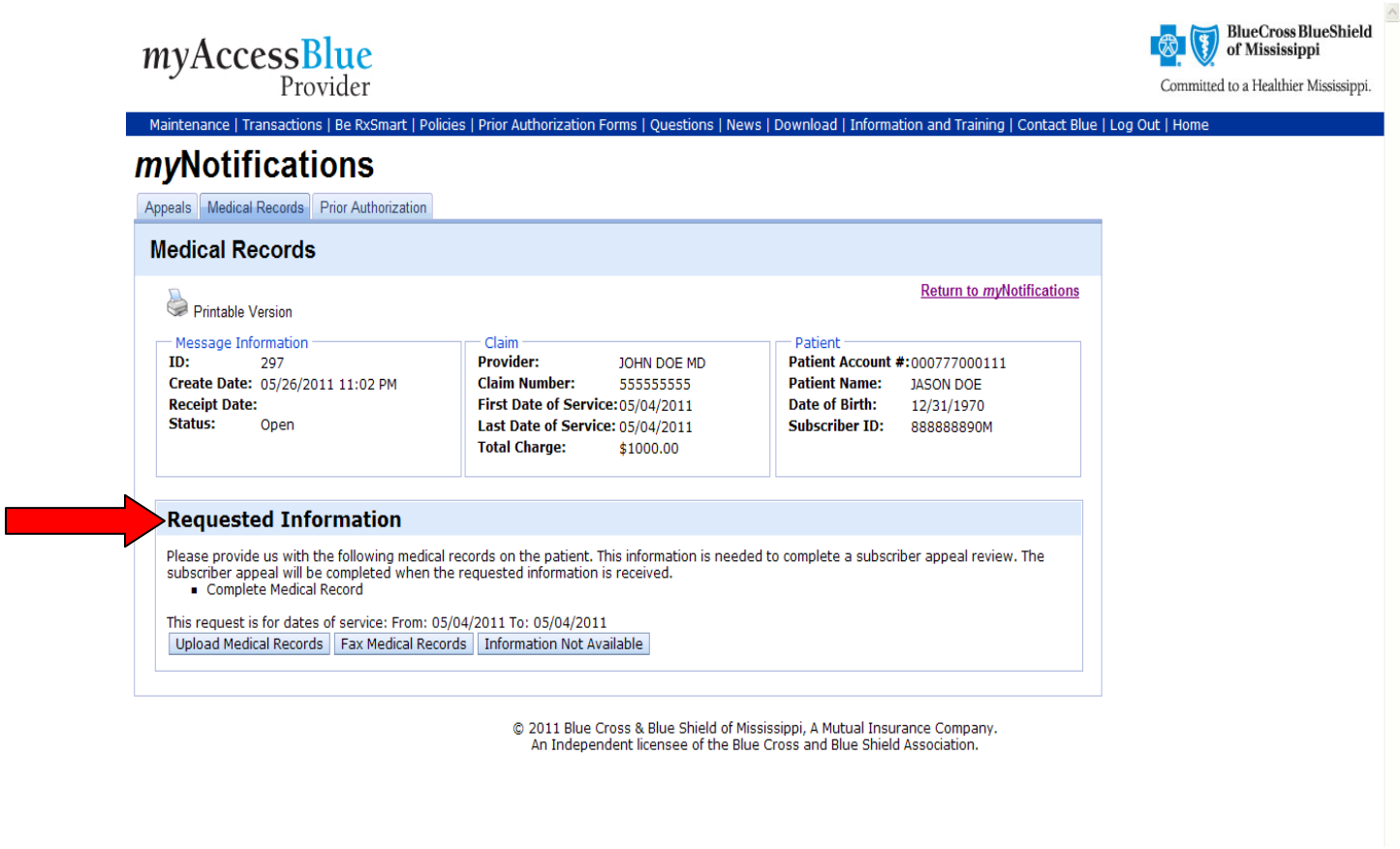
On rare occasions, the requested medical record information may not be available. Should this unusual event occur, there is an option you may select to communicate that the information requested is not available.



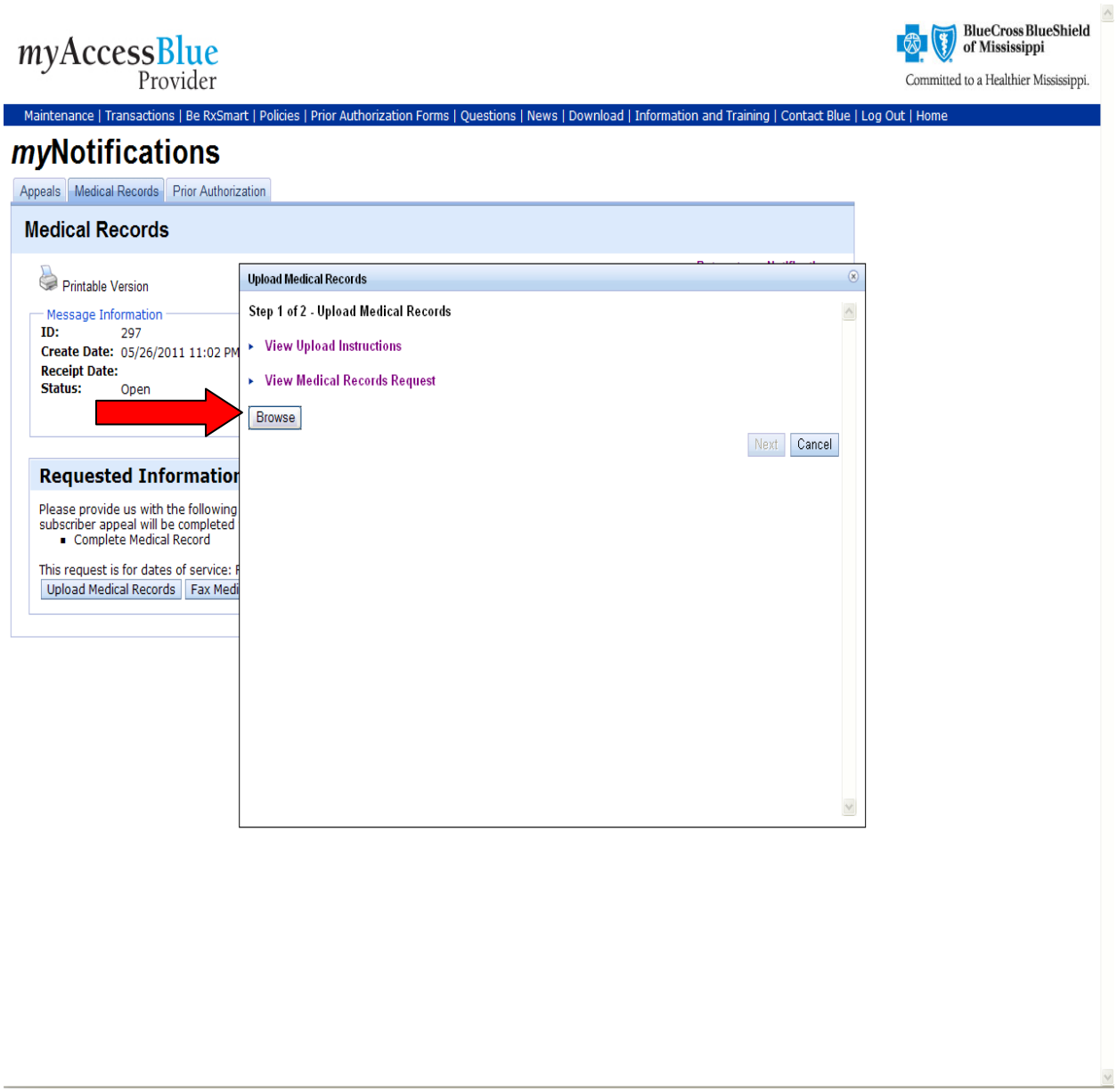
The instructions for the various submission methods are as follows:

Electronic Submission-You may electronically submit medical records by uploading the document. Here are the easy step-by-step instructions for uploading and submitting an electronic document:

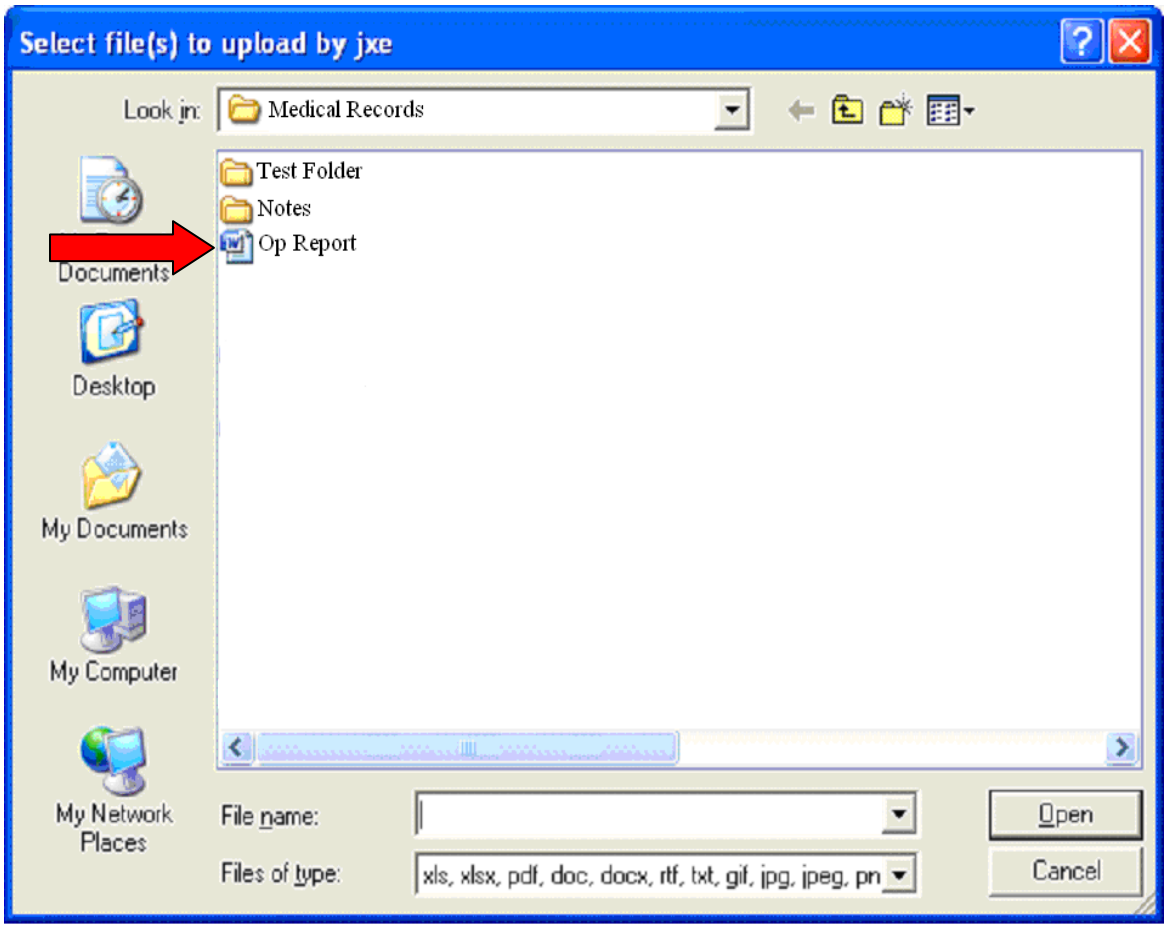
1. Click on the **'Upload Medical Records'** button located in the **"Requested Information"** section.



2. Click the **'Browse'** button to browse your system for the electronic medical records file.

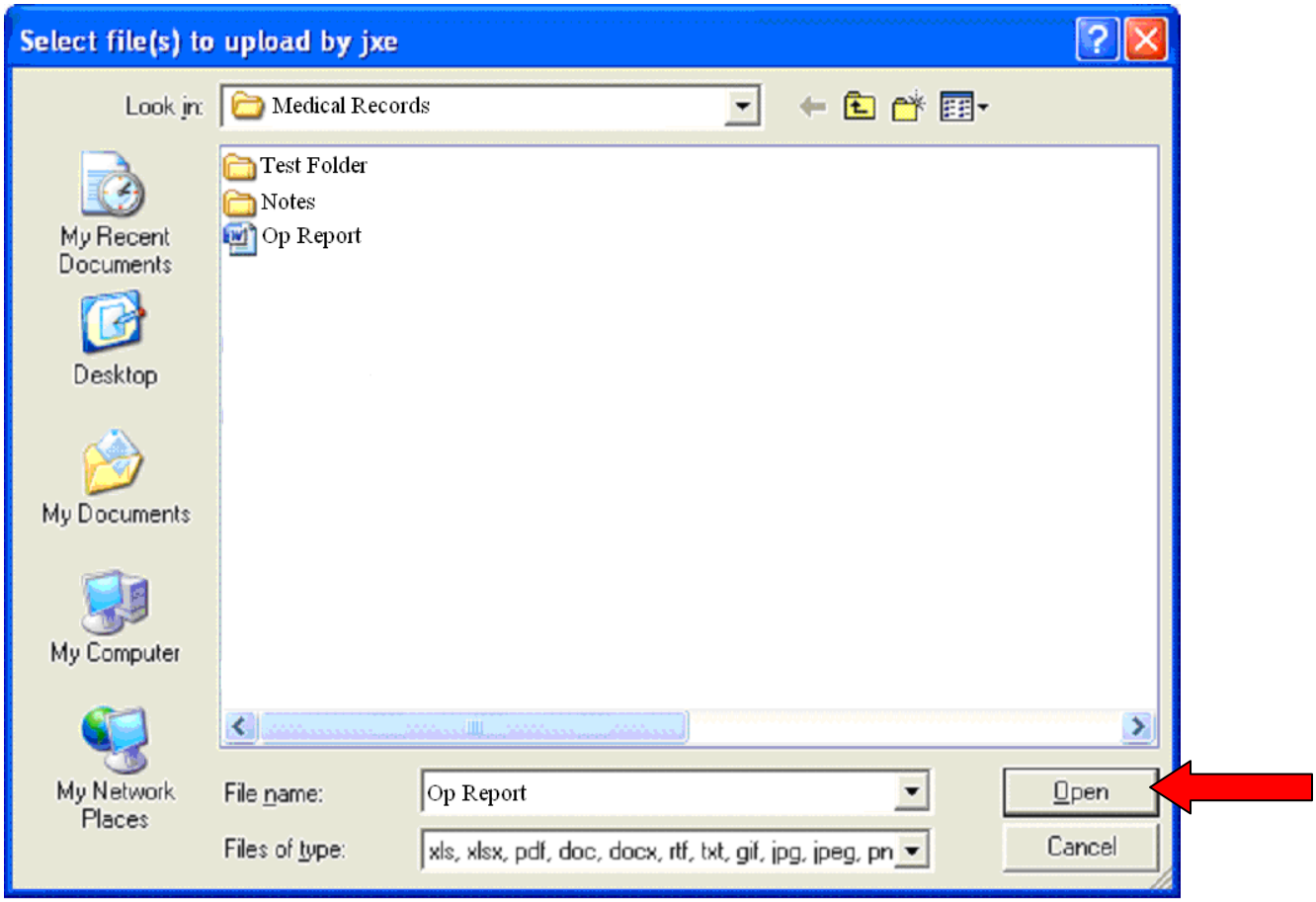


3. Click the selected file to upload.



4. Click the **'Open'** button to upload the file. If more than one electronic medical records file is needed, you may select multiple records by holding down your **'Control'** key and clicking on the records with your mouse, or you may repeat steps 1-3 as needed.

Note: Only the following file types are supported: xls, xlsx, pdf, doc, docx, rtf, txt, jpg, jpeg, png



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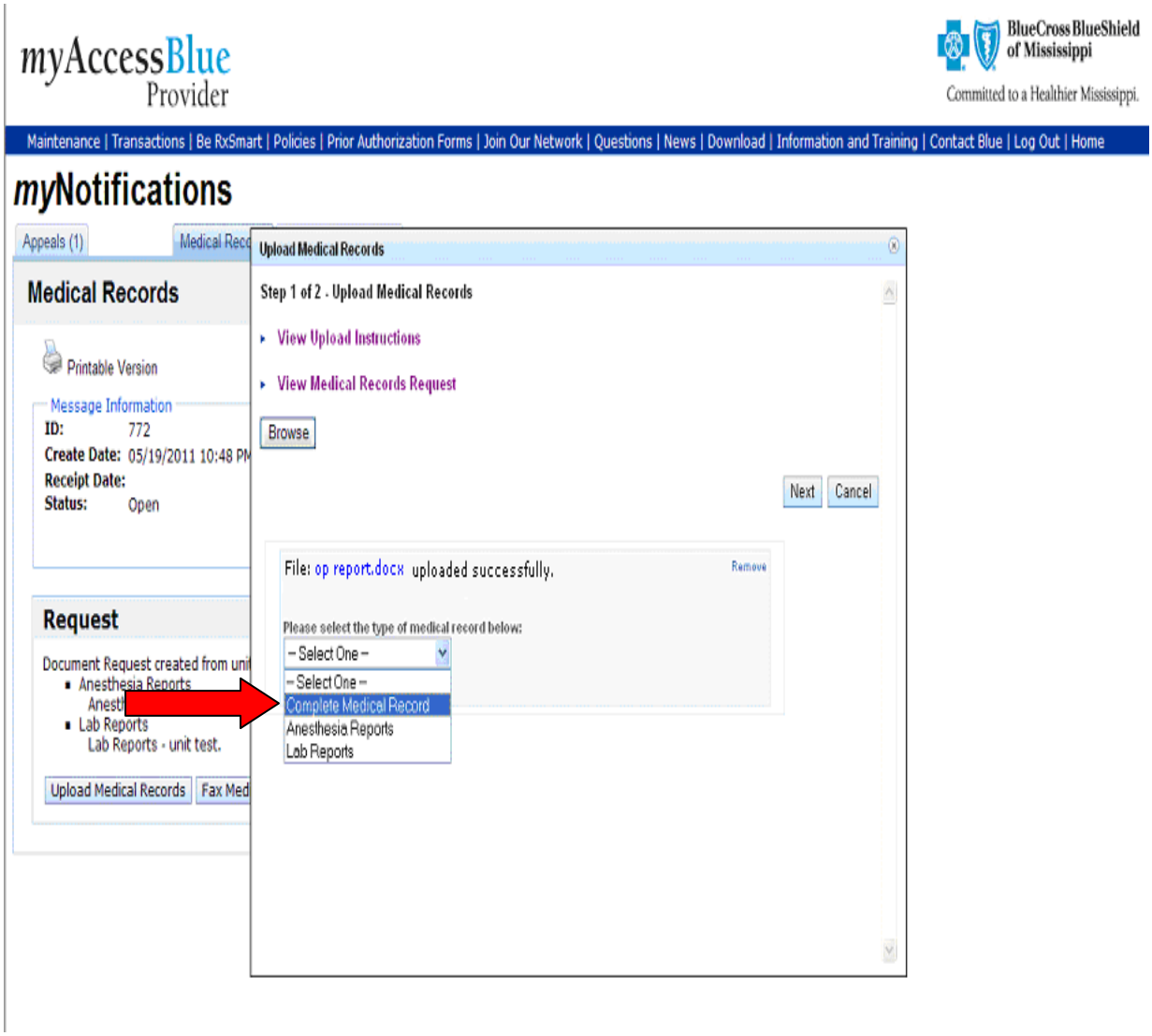
5. It is important that you submit documentation for all requested medical records.

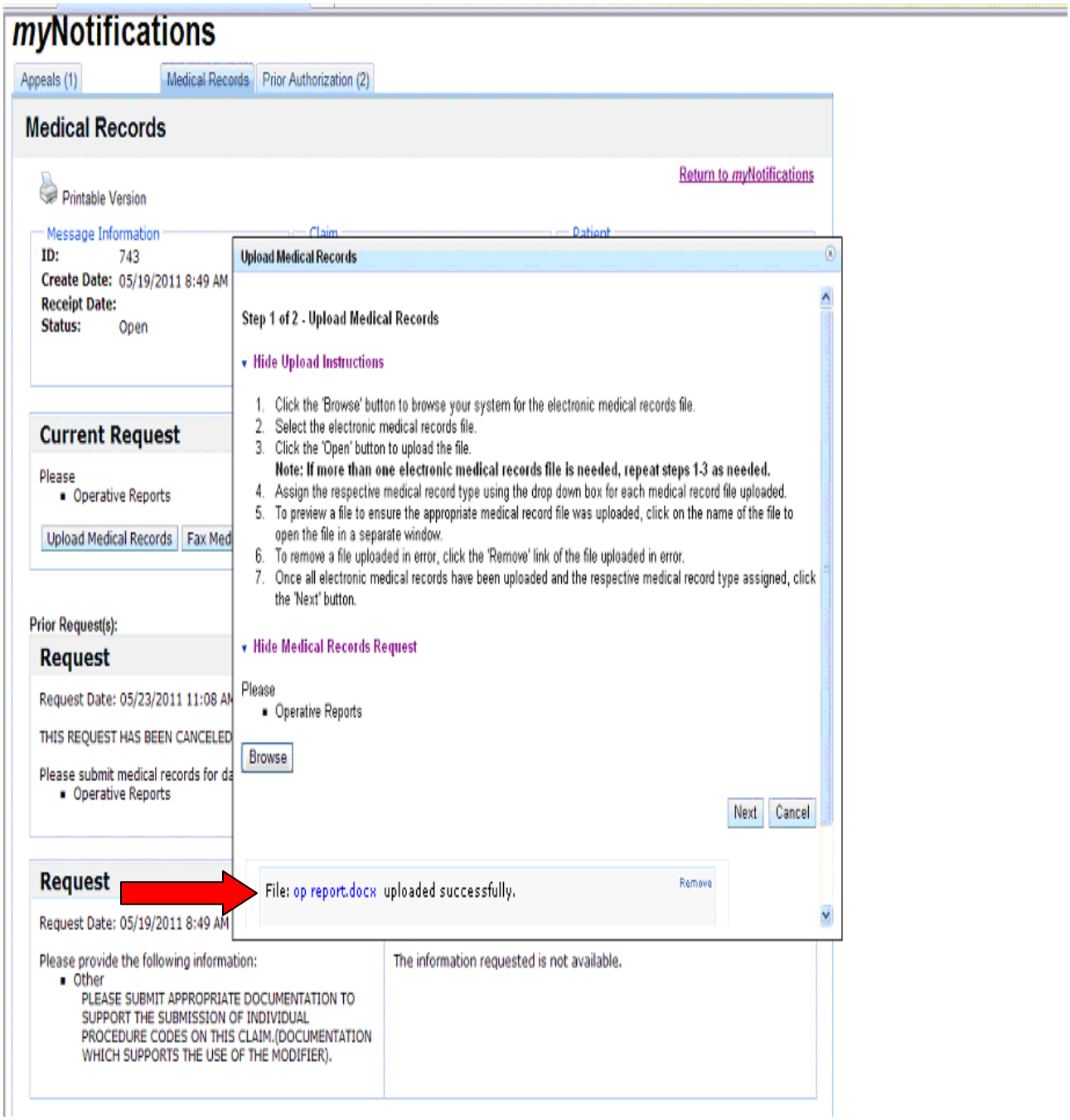
You will have a drop down box that will allow you to assign the respective medical record type that you will be submitting.

Here are some examples of the types of medical records BCBSMS may request from you: **Accident/Onset Date, Ambulance Report, Anesthesia Reports, Complete Hospital Chart, Complete Medical Record, Consultation Reports, and Dates Treated or Treatment Recommended for Diagnosis (Dx), Description of Services, and Diagnostic Reports**.

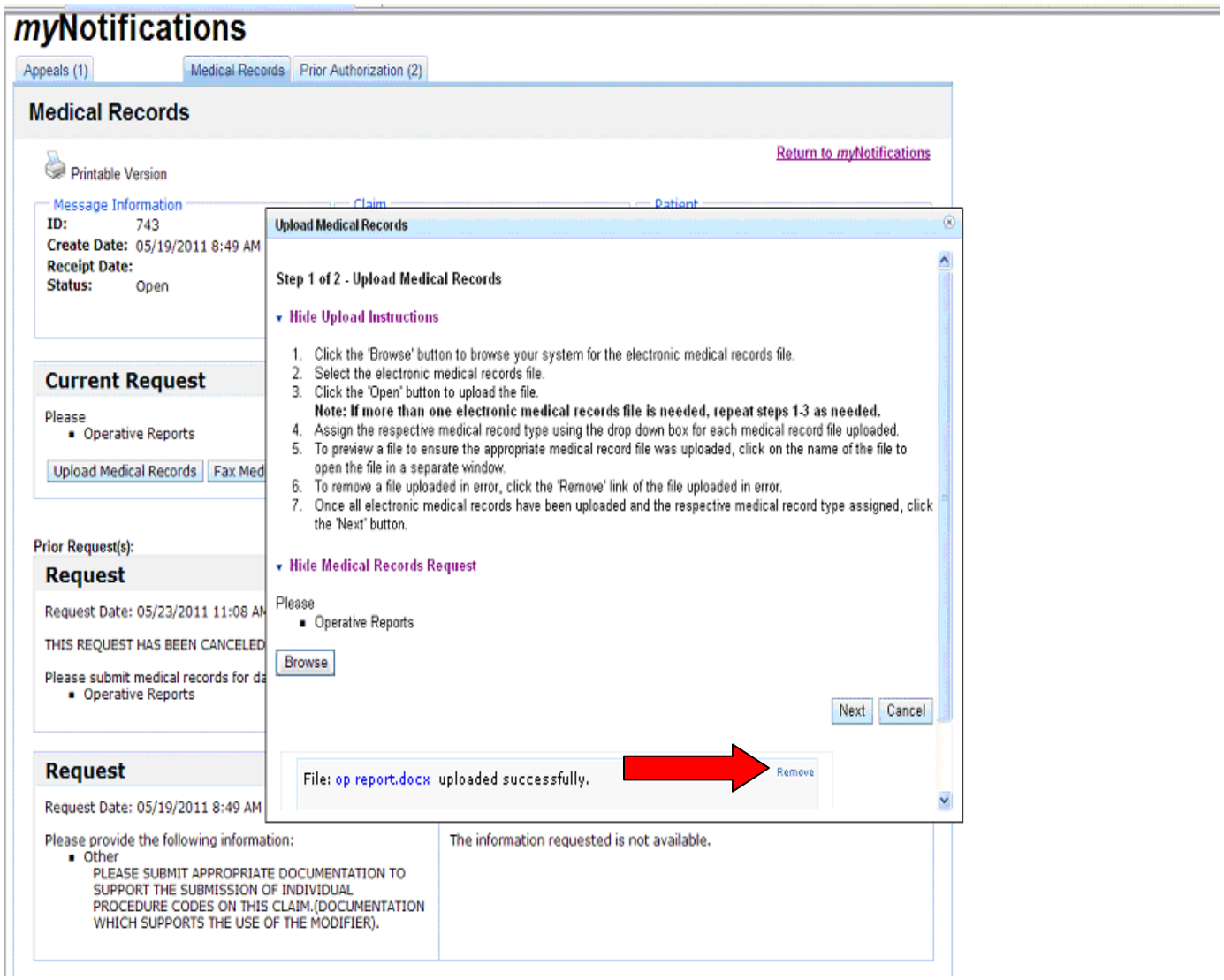
Note: If you are unable to upload an isolated report, you may choose to upload the complete medical record.



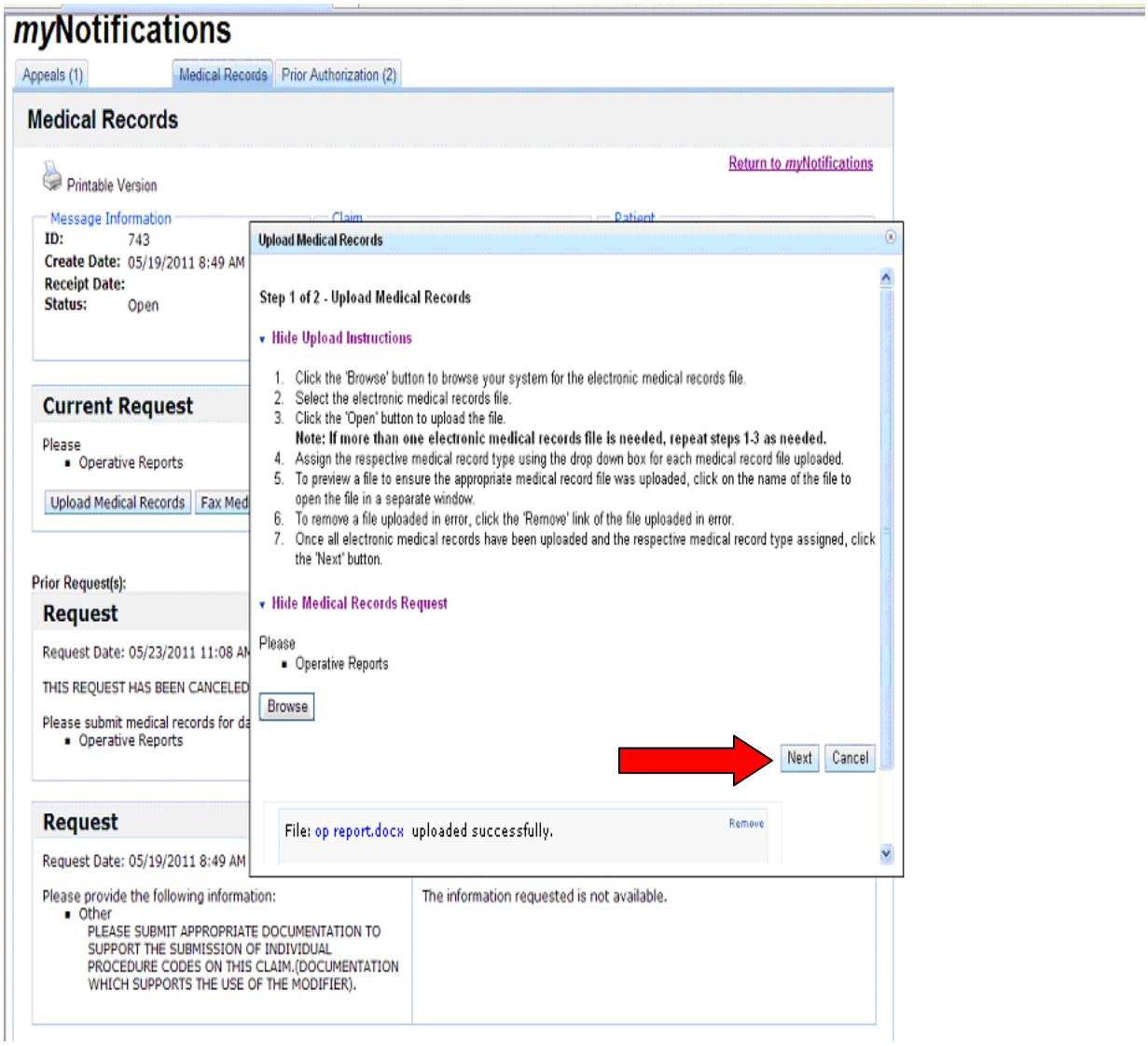
6. To preview the file to ensure the appropriate medical record was uploaded, click on the name of the file to open the file in a separate window.



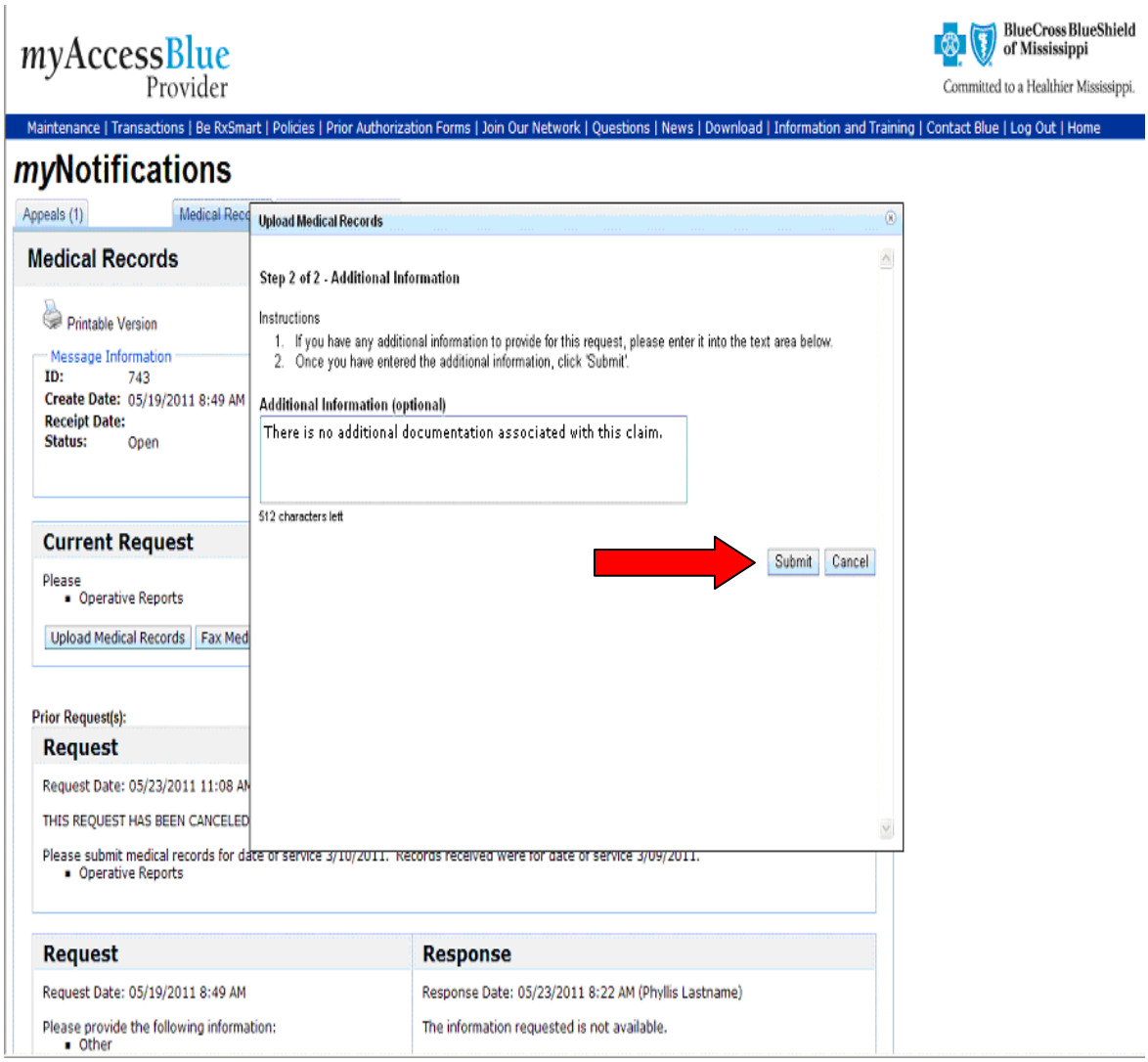
7. To remove a file uploaded in error, click the **'Remove'** link of the file uploaded in error.



8. Once all electronic medical records have been uploaded and the respective medical record type assigned, click the **'Next'** button.

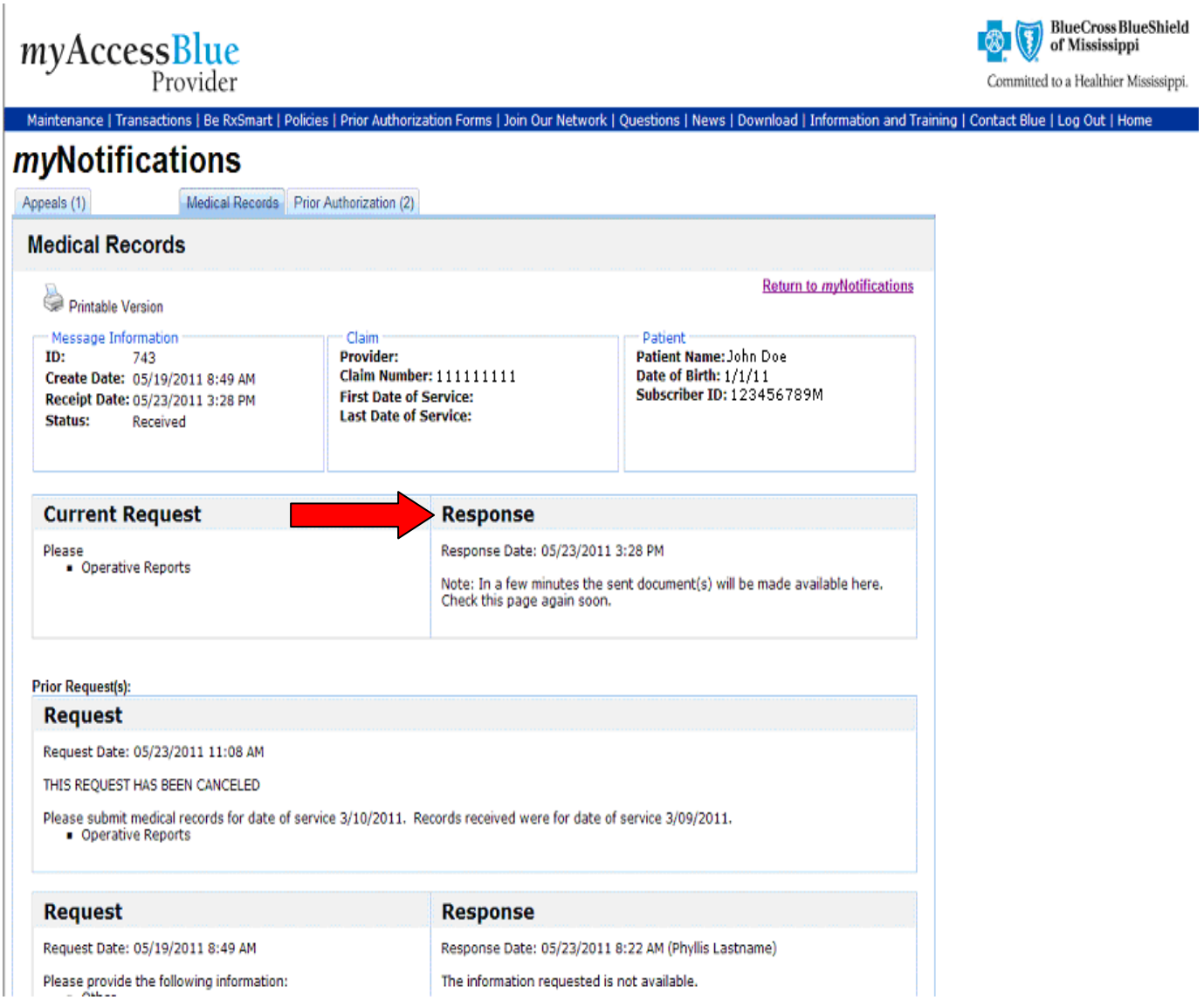


9. You will be given the opportunity to provide additional information such as dates of treatment, or referring physician name, to accompany the request before submitting. Type the additional information you want to accompany your request in the text box, and click the **'Submit'** button to send the requested documentation.

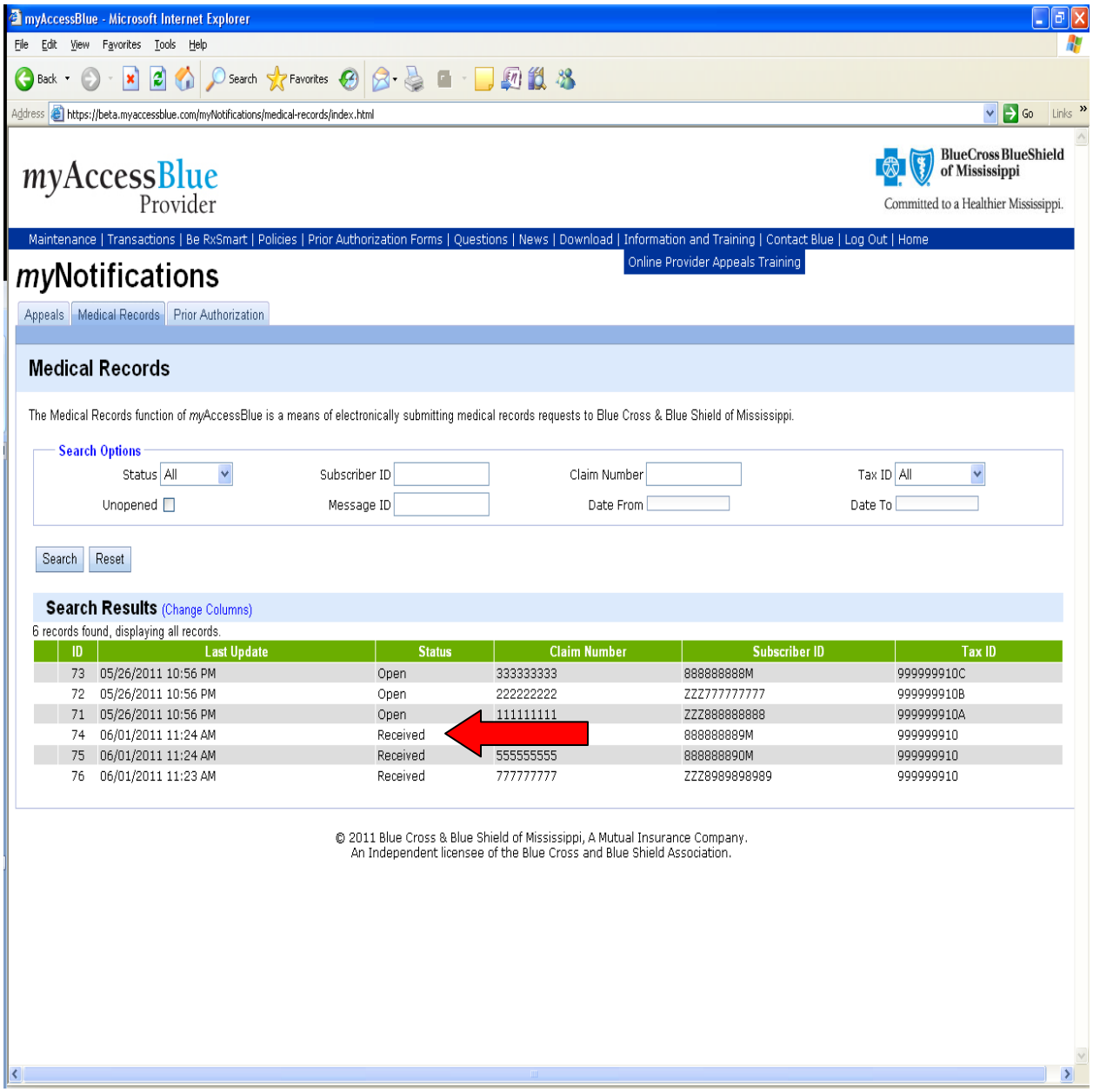


You will be then be returned to the **Medical Records Detail Screen** where you will be able to view the date, time, and document(s) sent in the **"Response Section."**

Select **'Return to *my*Notifications'** link in the upper right corner of the **Medical Records Detail Screen** to return to the **Medical Records Listing Page**.

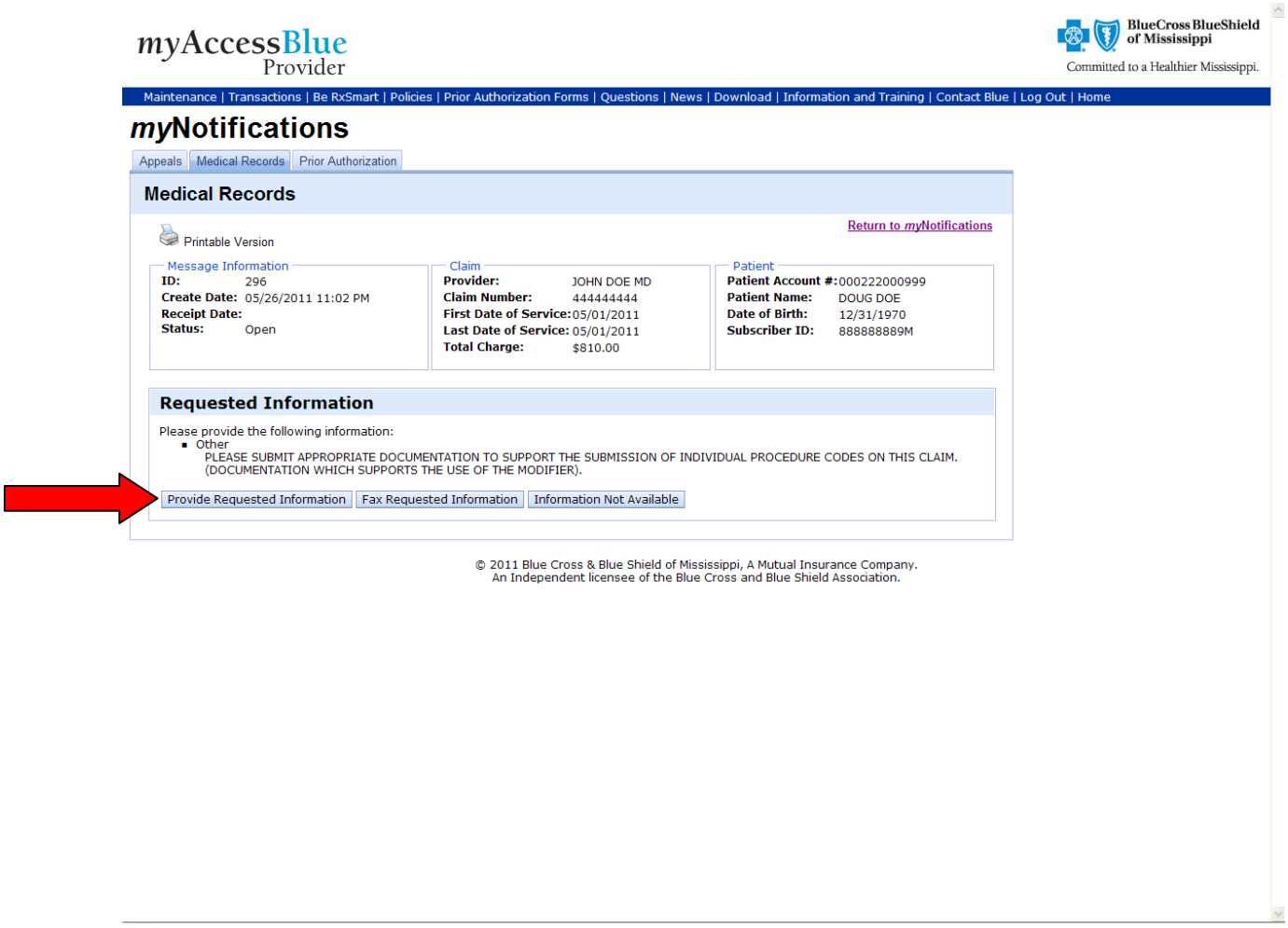


The status of your request will be displayed on the **Medical Records Listing Screen** and will be indicated by a **'Received'** message.



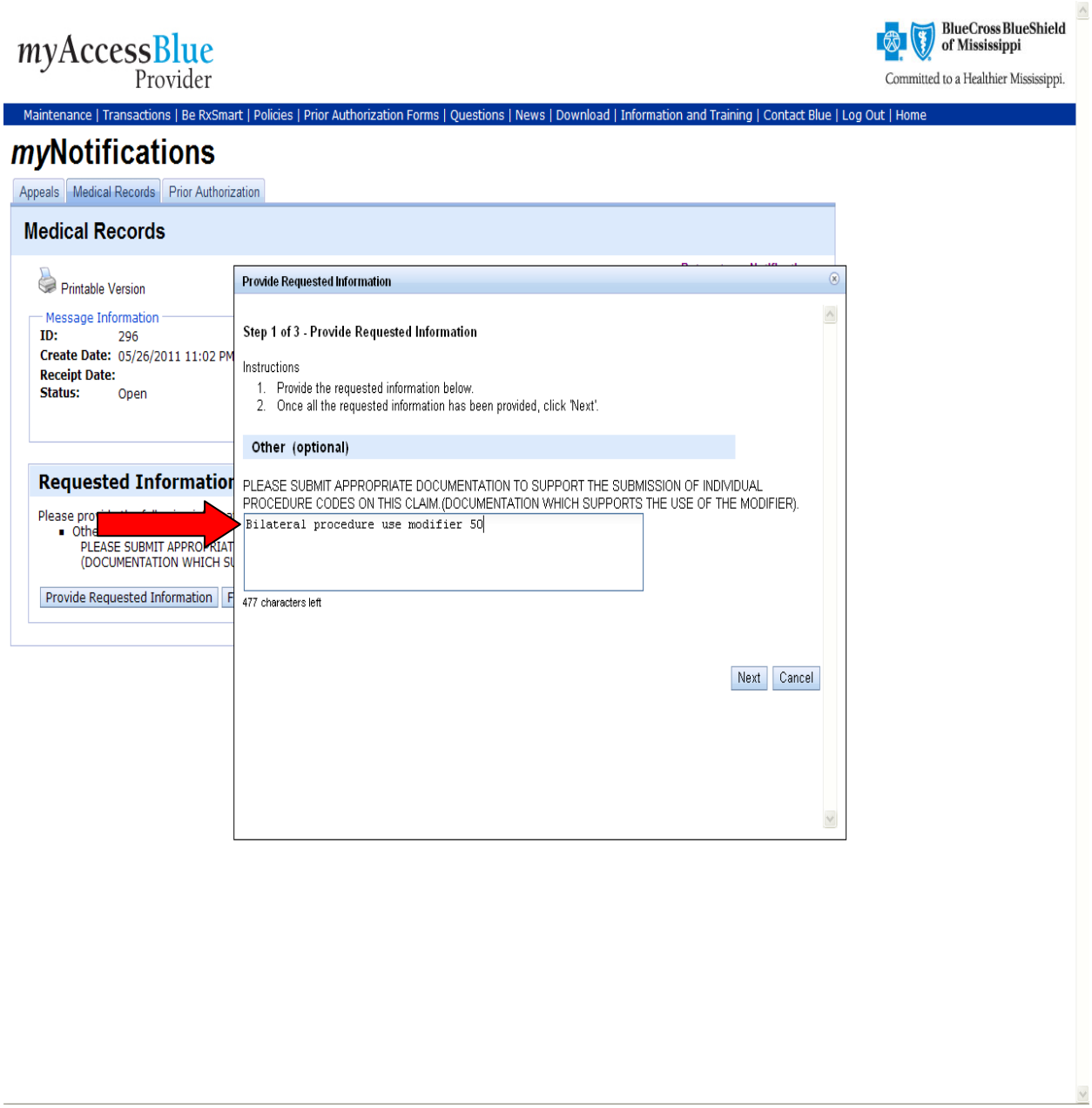
At times, BCBSMS may request medical record information that may not require you to upload and send supporting documentation. Examples of these types of requests would be: **Referring Physician Name, Date of Onset, Date of Treatment, etc.**

In this circumstance, you will notice that instead of the **'Upload Medical Records'** button, you will see a **'Provide Requested Information'** button. You may provide the requested information by clicking the **'Provide Requested Information'** button located in the **"Requested Information"** section of the **Medical Records Detail Screen**.

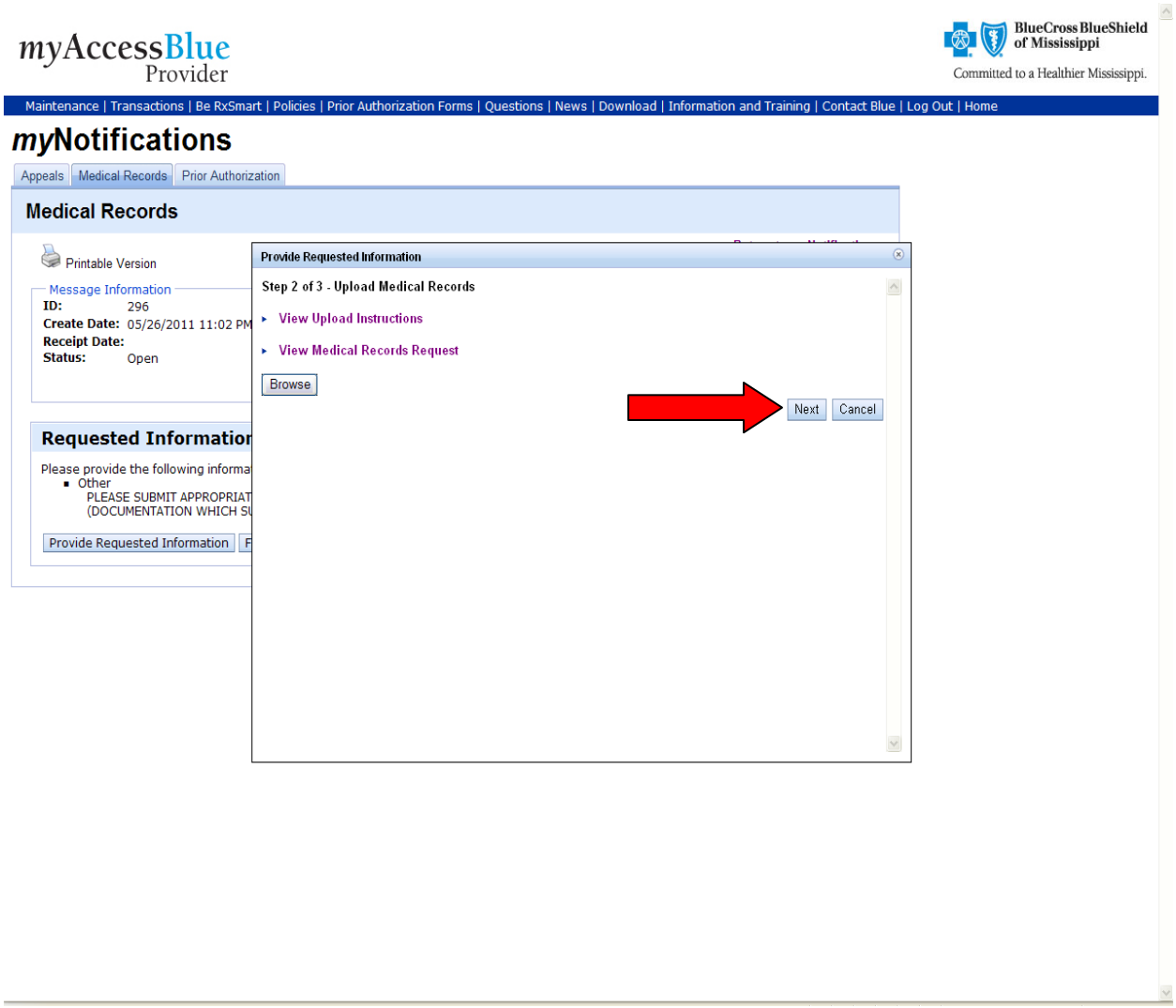


Type your response in the text box and click the **'Next'** button.

Note: If you do not provide a written response, then you must either electronically upload or fax the medical records.

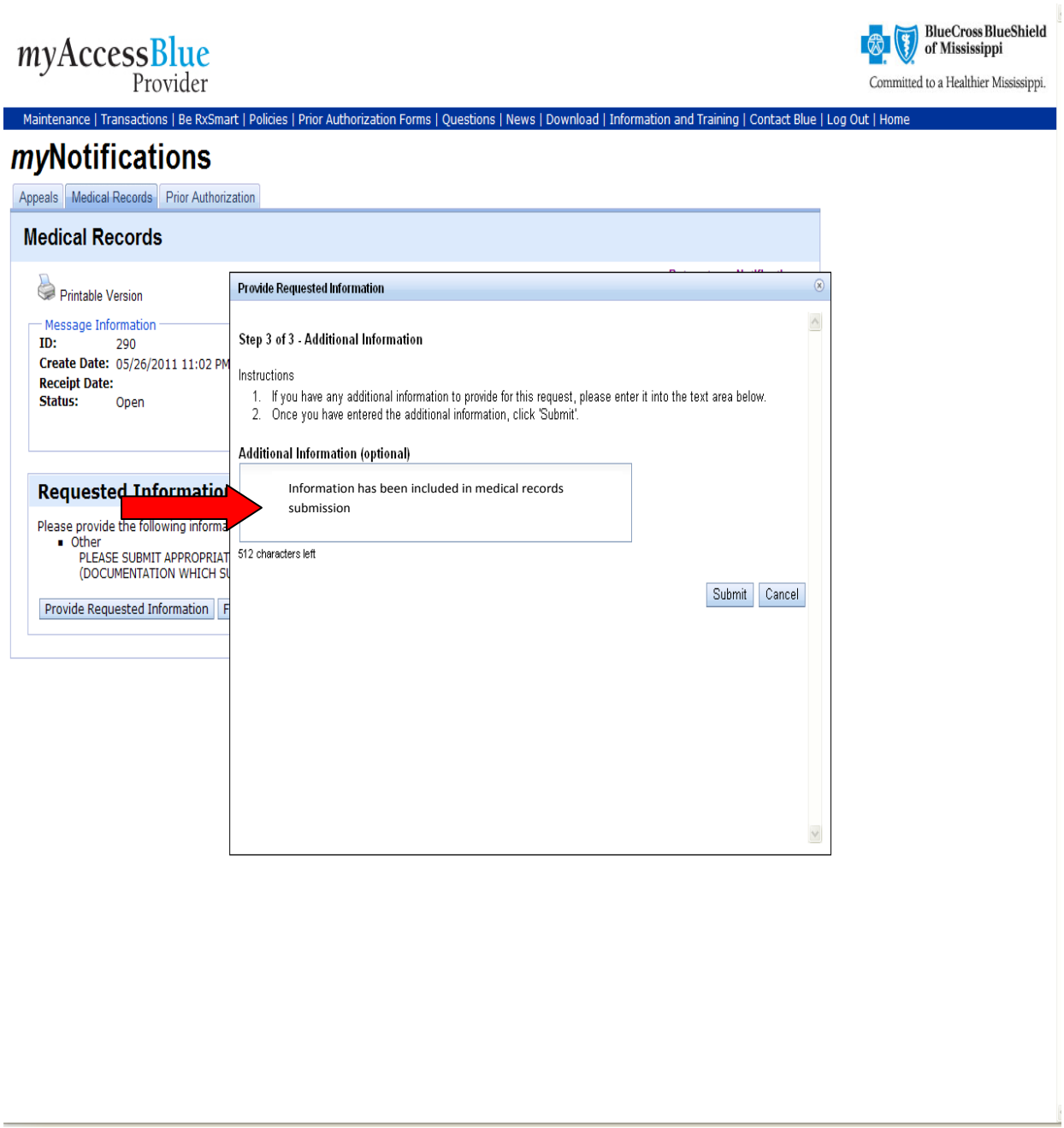


In addition to your typed response, you have the option of uploading and submitting supporting medical record documentation by repeating **Electronic Submission steps 1-3 located on page 8.** If you feel your typed response adequately satisfies the request, do not upload documentation, and proceed by clicking the **'Next'** button.



At the end of each transaction, you will have another opportunity to provide additional information along with your electronically uploaded documentation.

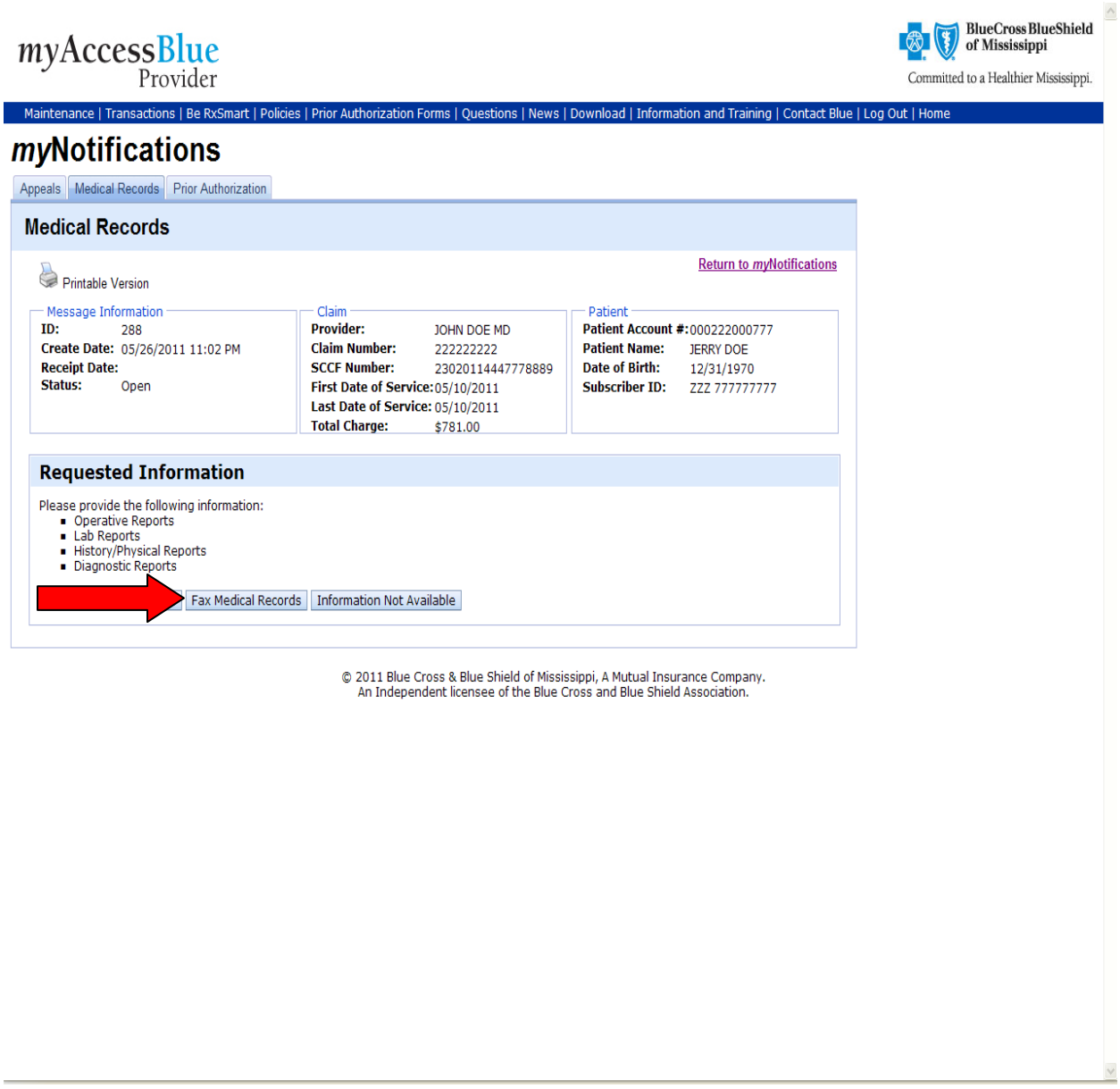
To provide the additional information, type your message in the text box and proceed by clicking the **'Submit'** button.



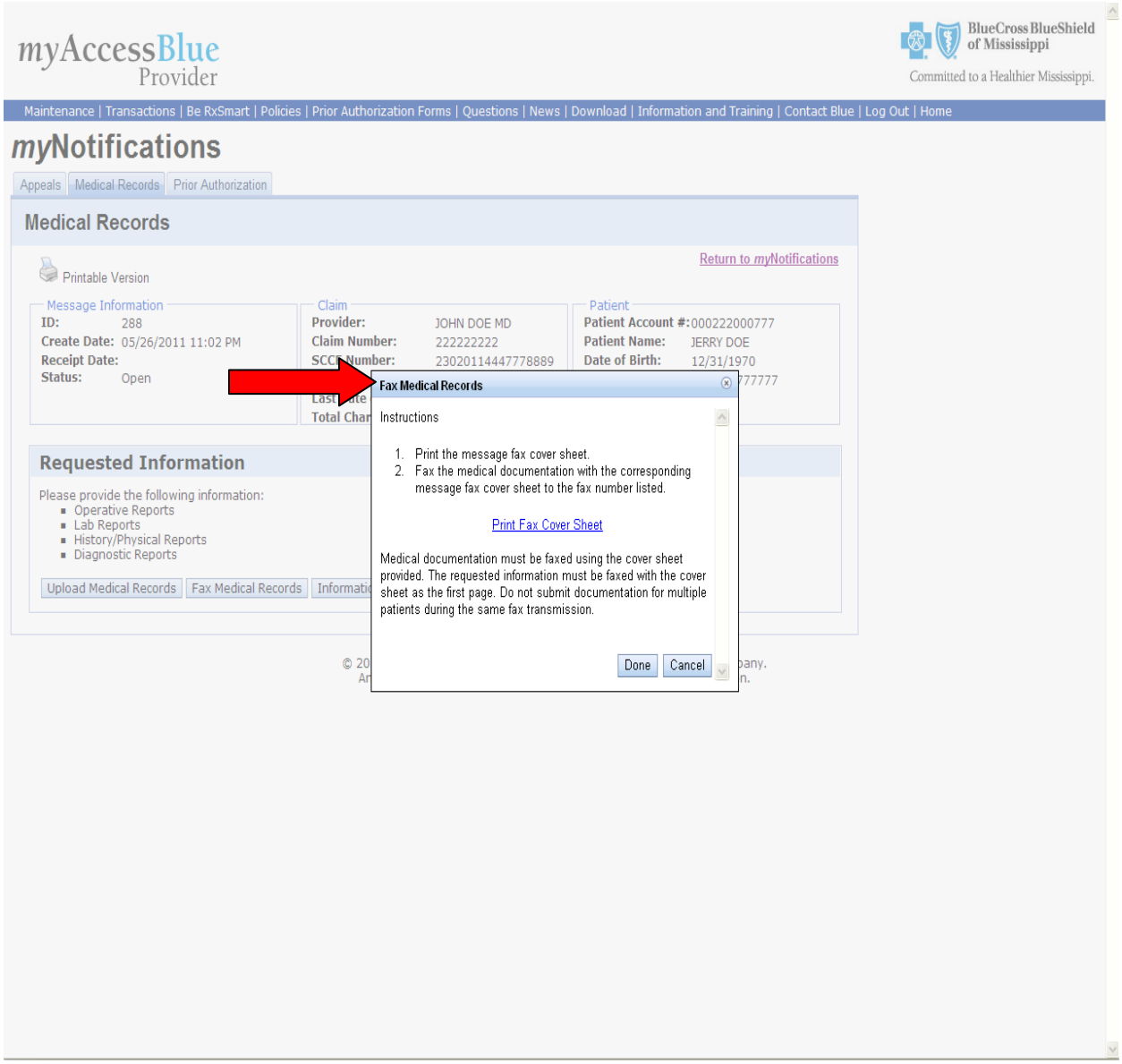
Fax Option- If you do not have the ability to submit medical documentation electronically, you have the option of printing a specialized bar-coded fax cover sheet and faxing the supporting medical documentation to the BCBSMS dedicated fax line.

Here are the easy step-by-step instructions for faxing medical records:

1. Click the **'Fax Medical Records'** button.

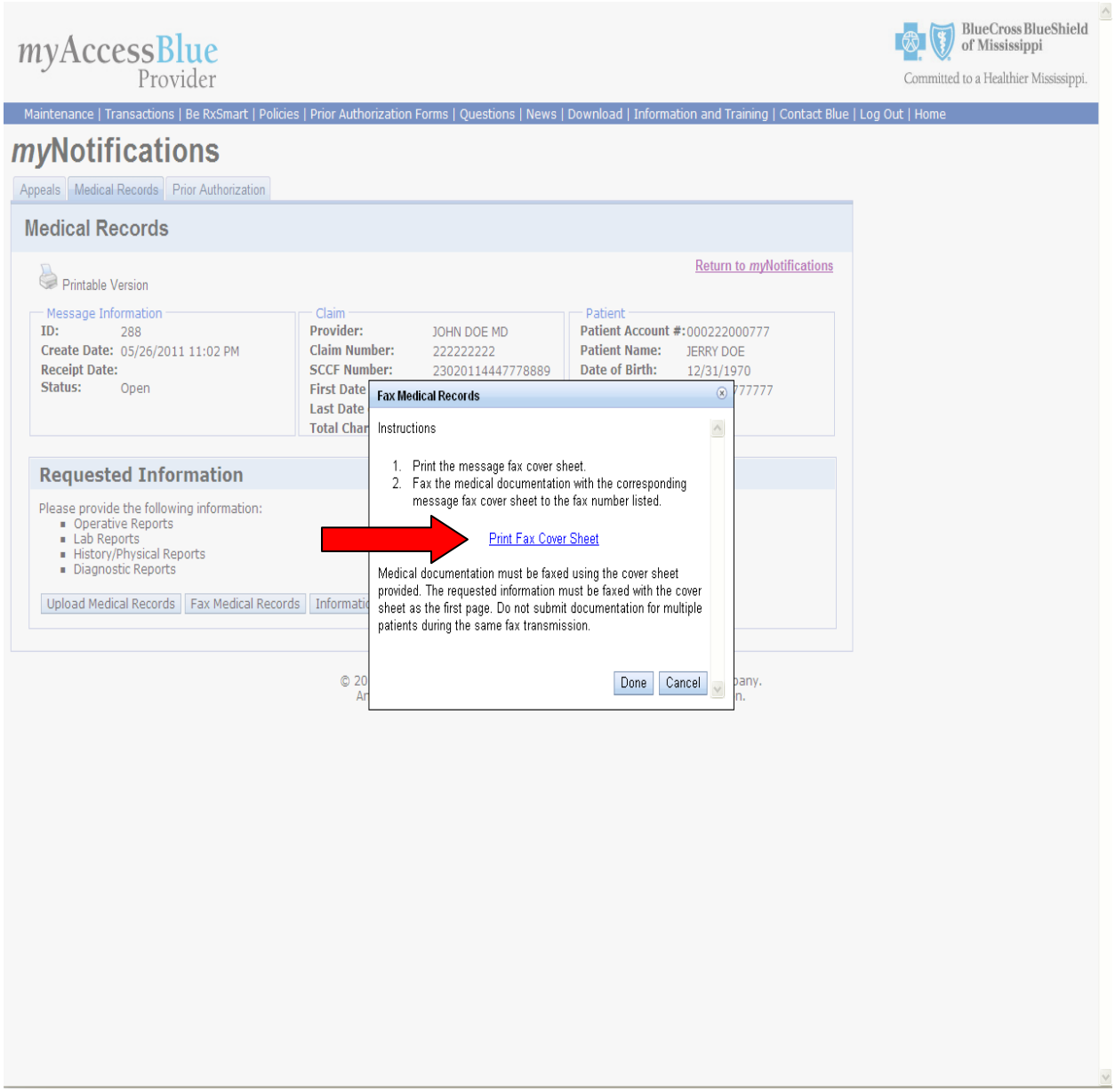


2. The **"Fax Medical Records"** message indicator will then be displayed.



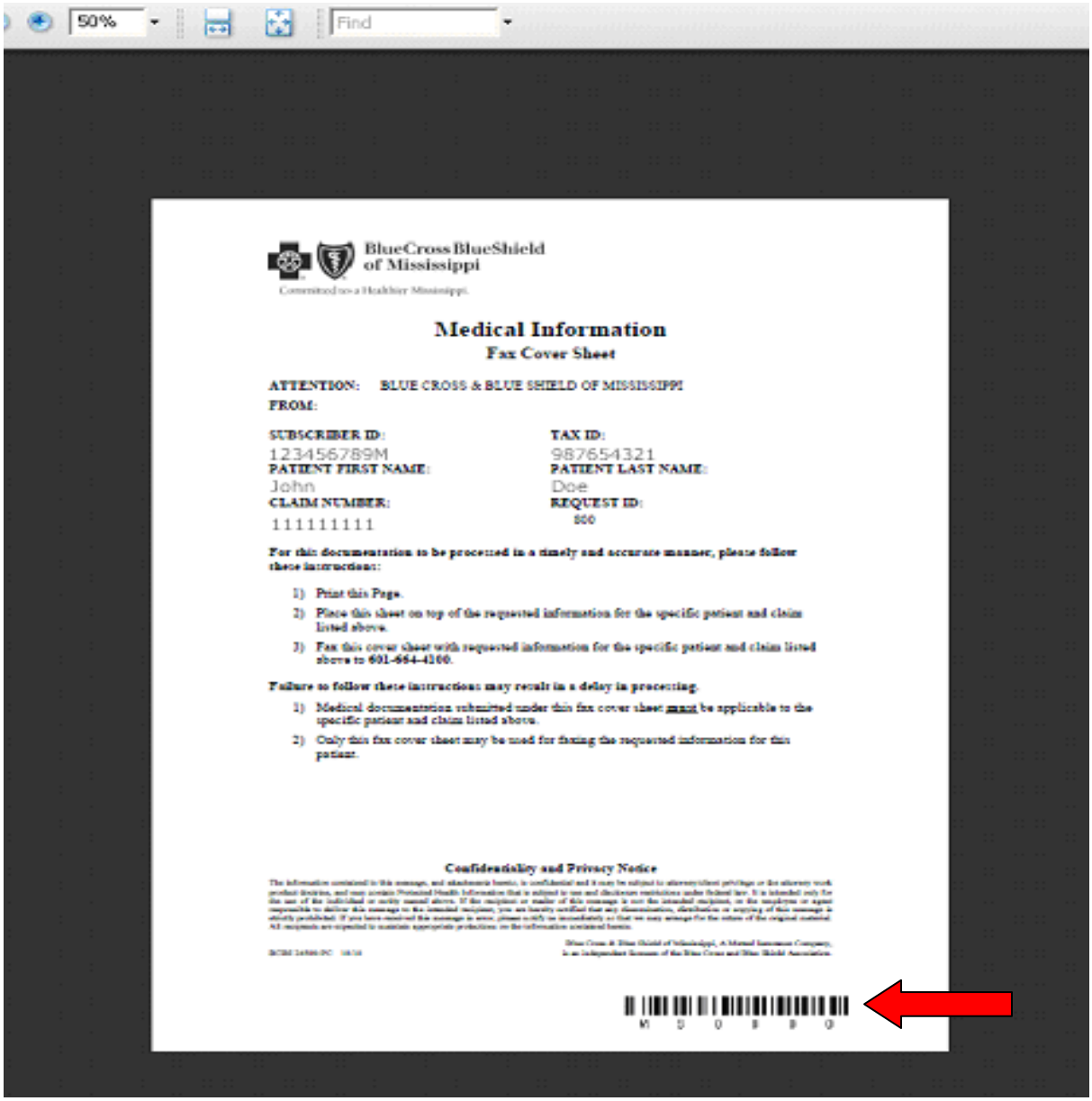
3. Print the fax cover sheet by clicking on the **'Print Fax Cover Sheet'** link, and then click the **'Done'** button.

Note: Medical documentation must be faxed using the fax cover sheet provided. The fax cover sheet must be the first page sent in the transmission. Do not submit documentation for multiple patients during the same fax transmission.

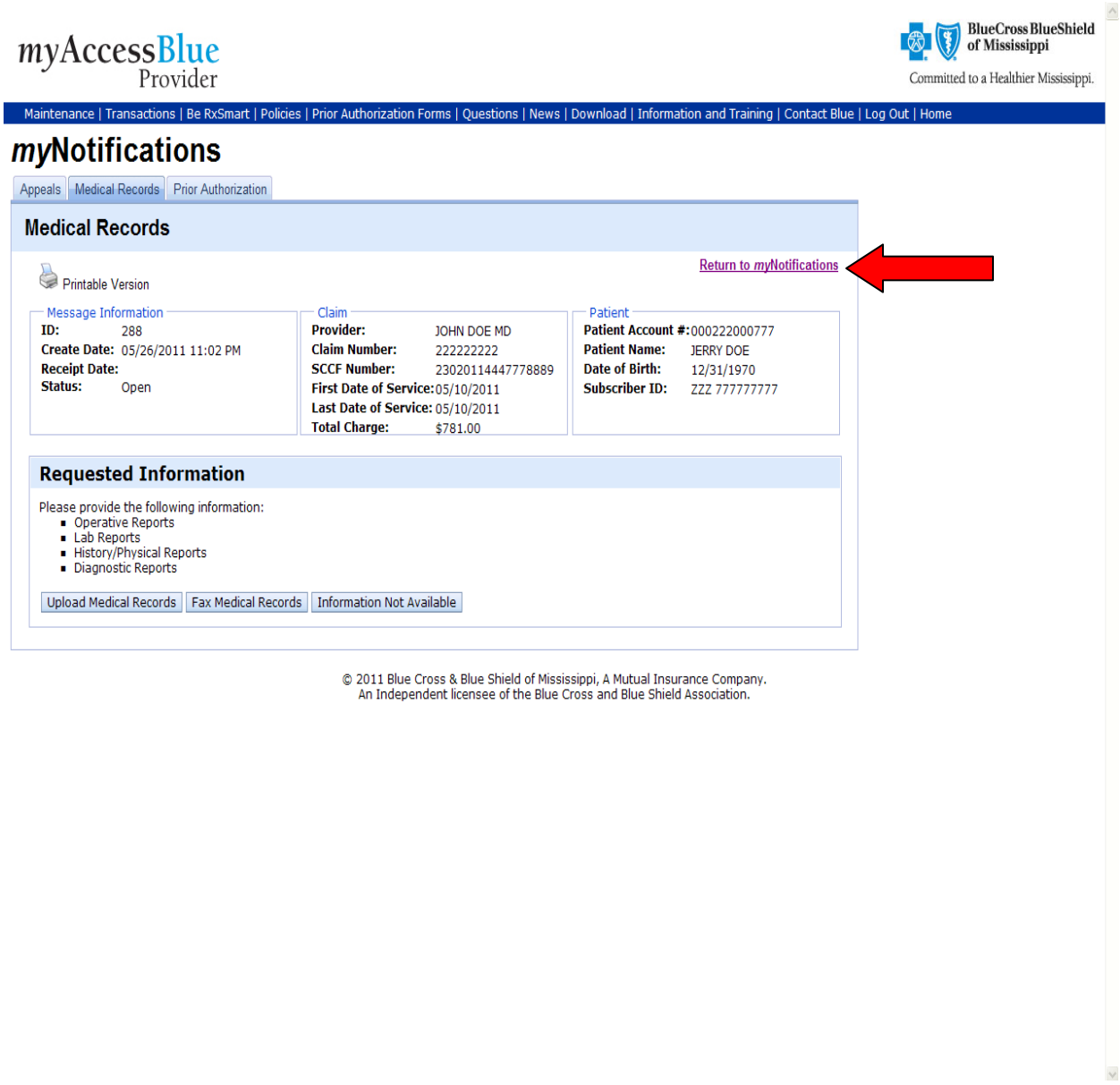


4. The fax page will display on your screen so that you may view it before printing. Fax the medical documentation with the corresponding message fax cover sheet to the BCBSMS dedicated fax line at 1-601-664-4100.

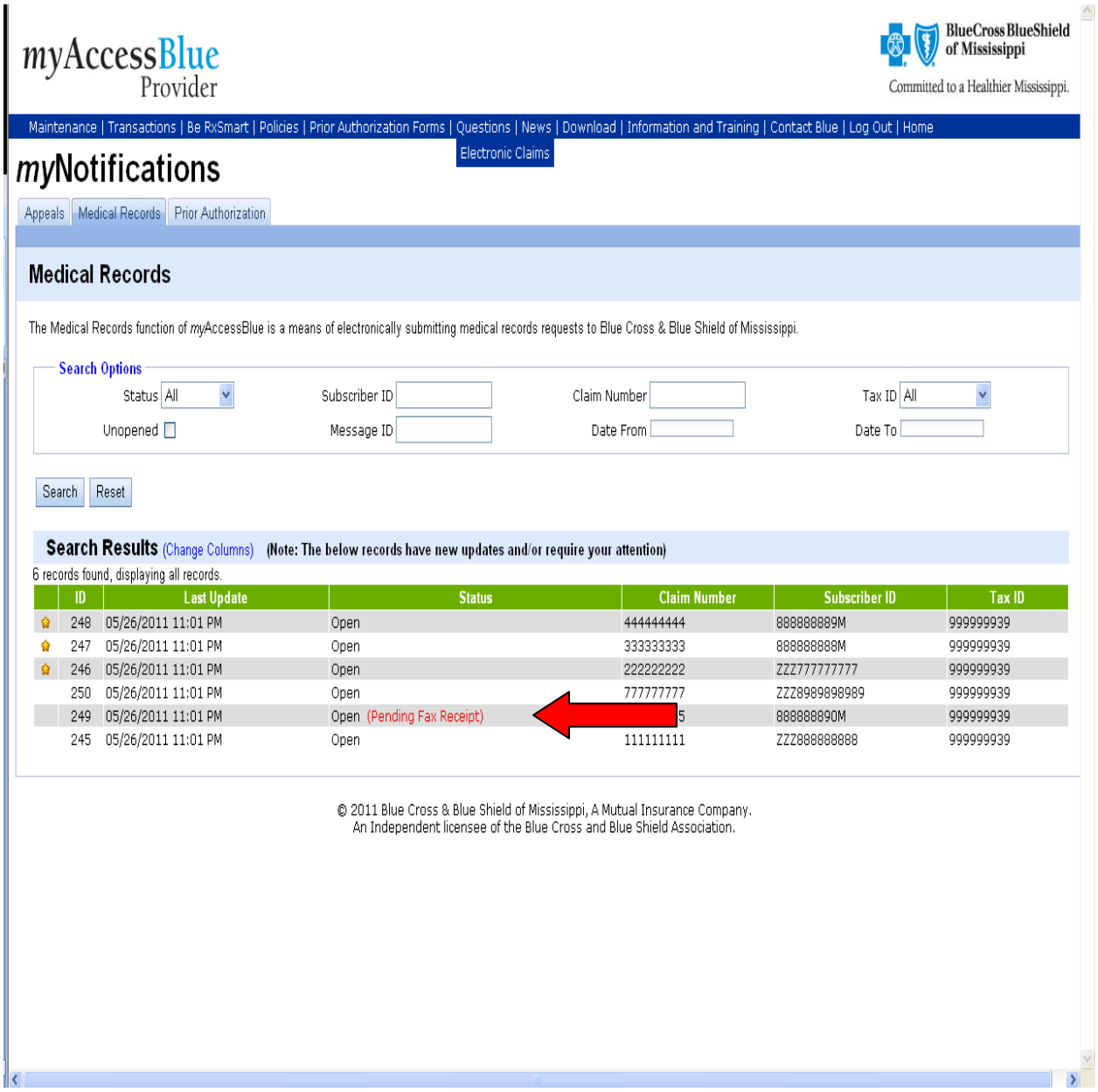
Note: All faxed documents must be accompanied by the bar-coded fax cover sheet. You may not re-use the same cover sheet. Each medical records request submission sent via fax must be accompanied by its own, individual bar-coded fax cover sheet, as the first page of the transmission.



Select **'Return to *my*Notifications'** link in the upper right corner of the Medical Records Detail Screen to return to the **Medical Records Listing Page** to view the status of your request.



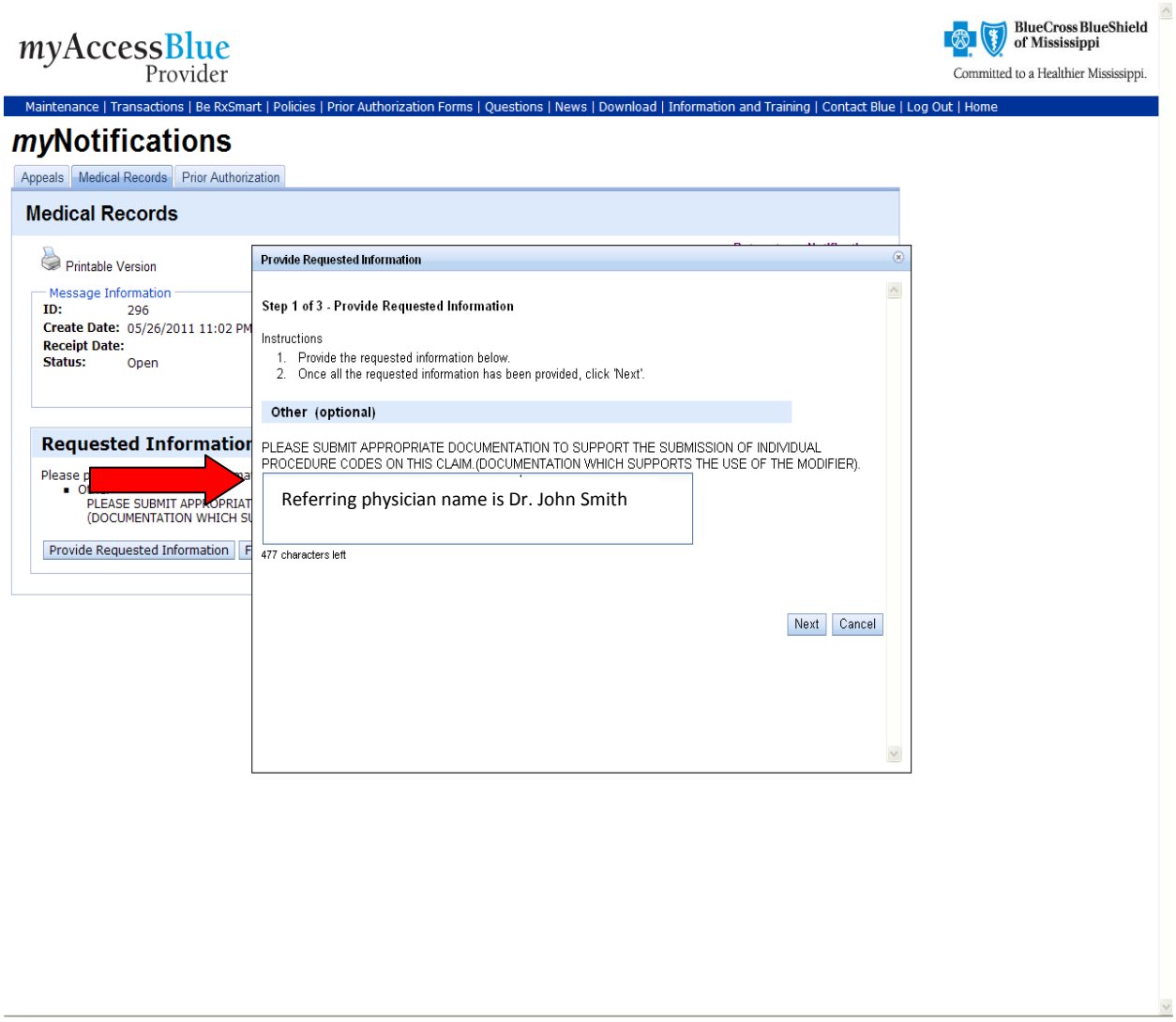
The status of your request will be displayed on the **Medical Records Listing Screen** and will be indicated by a **"Pending Fax Receipt"** message.



In certain circumstances, in order to process a claim, medical records requests may require a typed response in addition to, or in lieu of, the requested medical record documentation.

For example, when only the referring physician name is requested, or the referring physician name, in addition to the operative notes, are required.

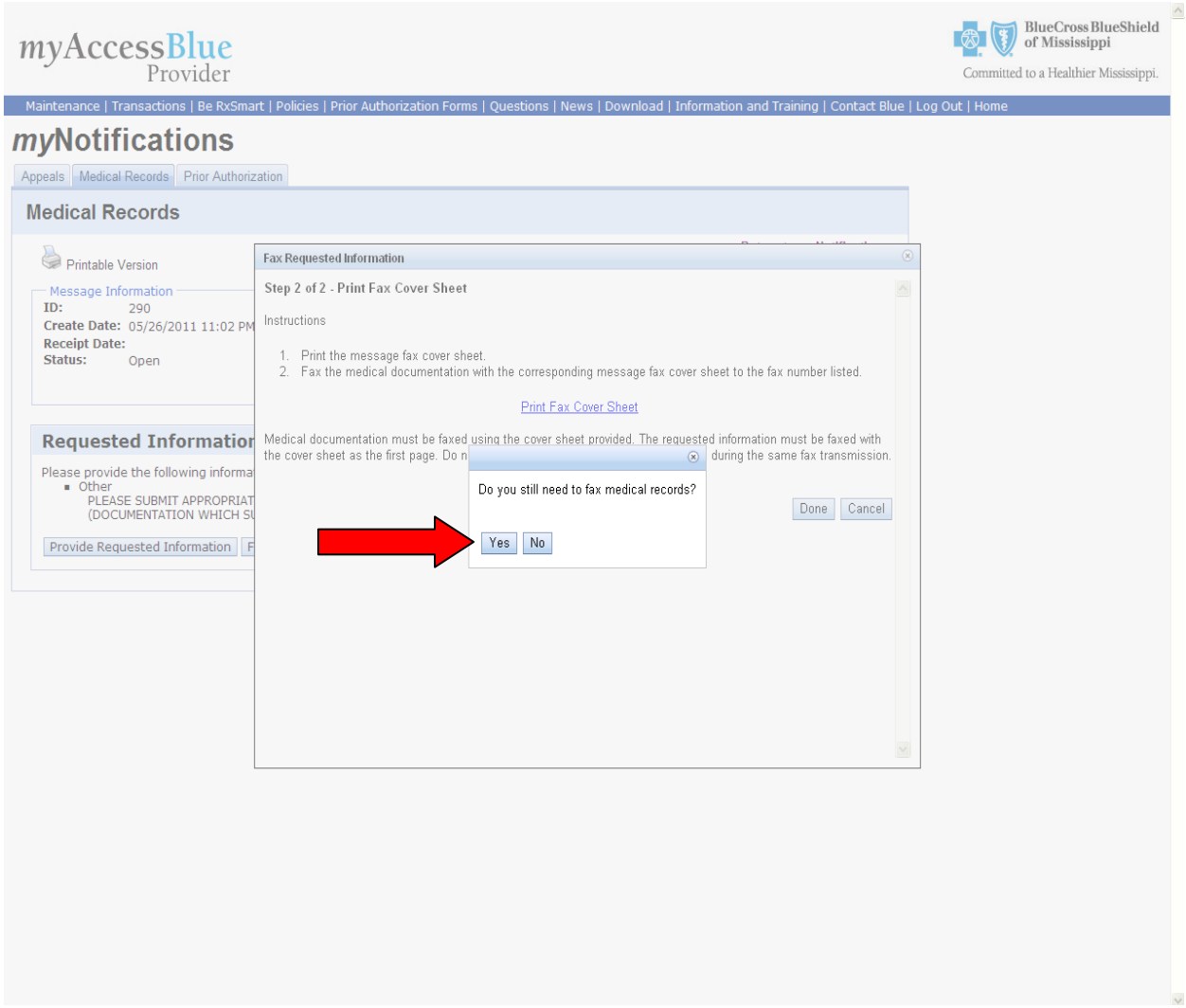
In this instance, you are required to submit the requested documentation, and/or submit a response. After you click on the **'Fax Medical Records'** button, you will be prompted to type in a response. Provide the requested information in the text box, and click the **'Next'** button.



You will still have the ability to fax in your supporting medical documentation. To proceed with the fax option, click the **'Yes'** button, and proceed with **Fax Option steps 2-4.**

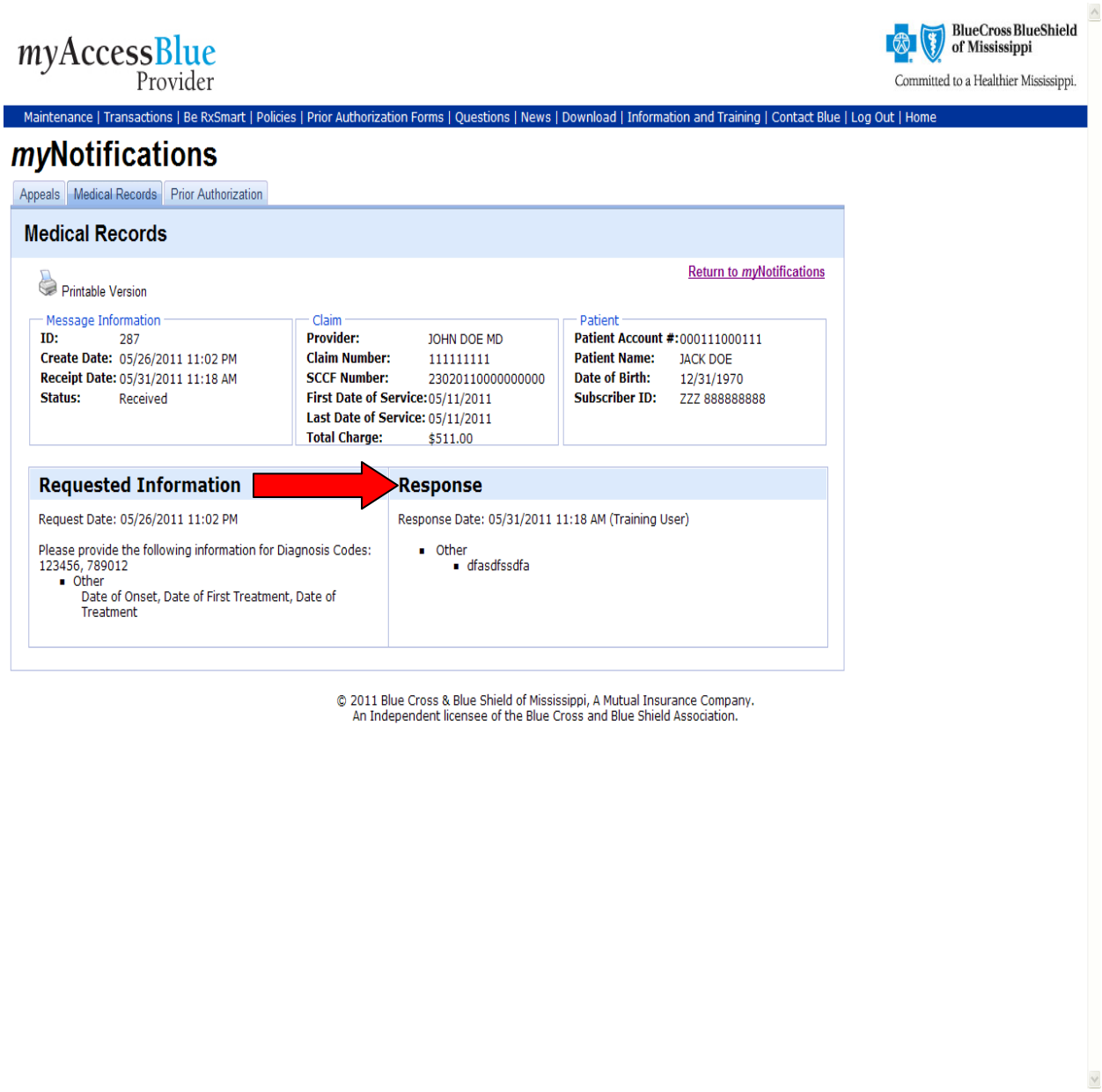
If you feel your typed response adequately satisfied the request, and you do not want to fax supporting documentation to BCBSMS, proceed by clicking the **'No'** button to be returned to the **Medical Records Detail Screen**.

Note: It is important that all faxes be accompanied by the specialized fax cover sheet and faxed to the BCBSMS dedicated fax line.



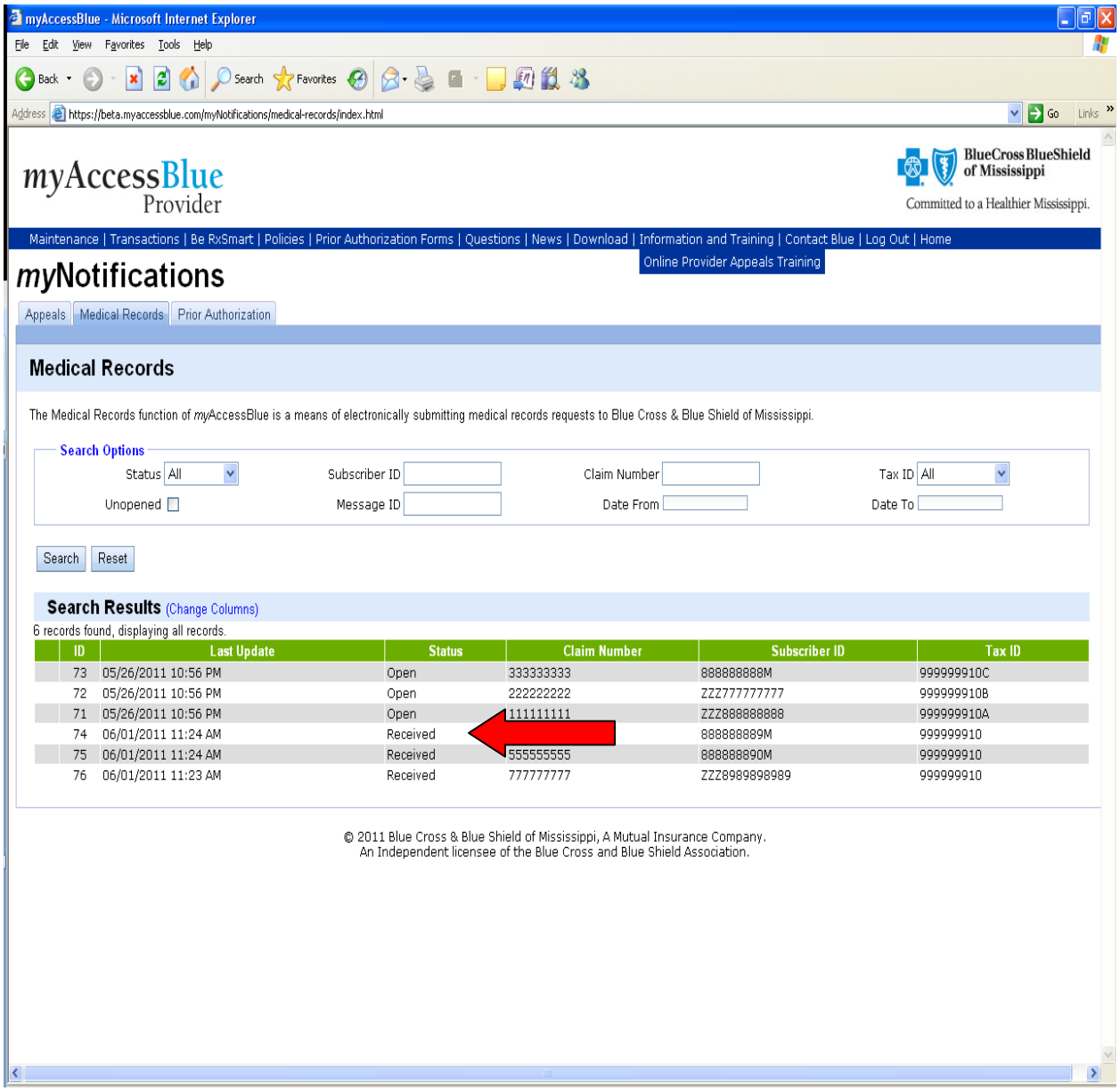
You will be then be returned to the **Medical Records Detail Screen**. You may view the date, time and document(s) sent in the **"Response"** section of the **Medical Records Detail Screen.**

Select **'Return to *my*Notifications'** link in the upper right corner of the **Medical Records Detail Screen** to return to the **Medical Records Listing Page** to view the status of your request.



The status of your request will be displayed on the **Medical Records Listing Screen**, indicated by a **'Received'** message.

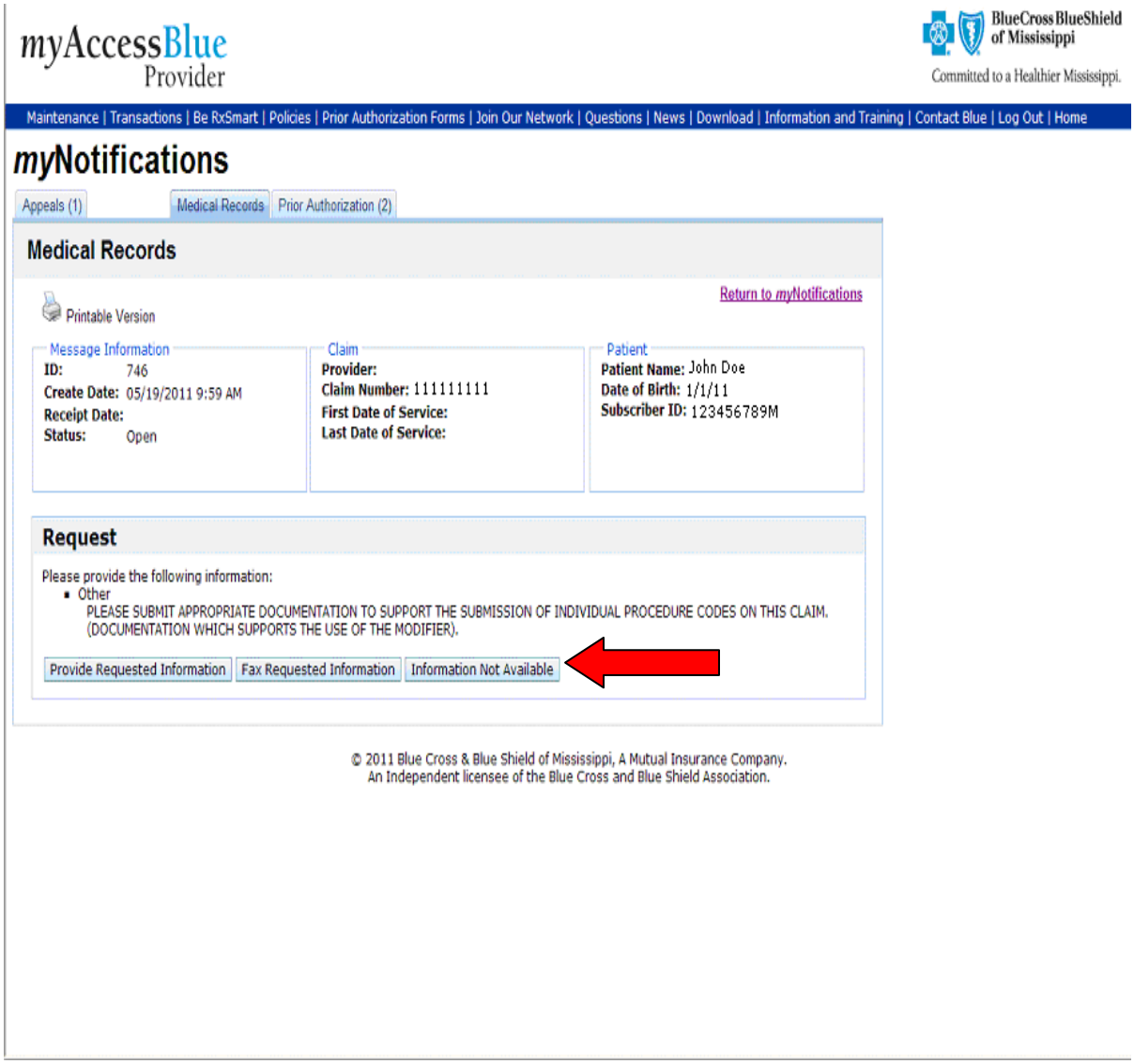
Note: Remember, it is important that you provide BCBSMS with as much information so that your claim may be processed as expeditiously as possible.



In rare instances, you may not have the medical records requested by BCBSMS.

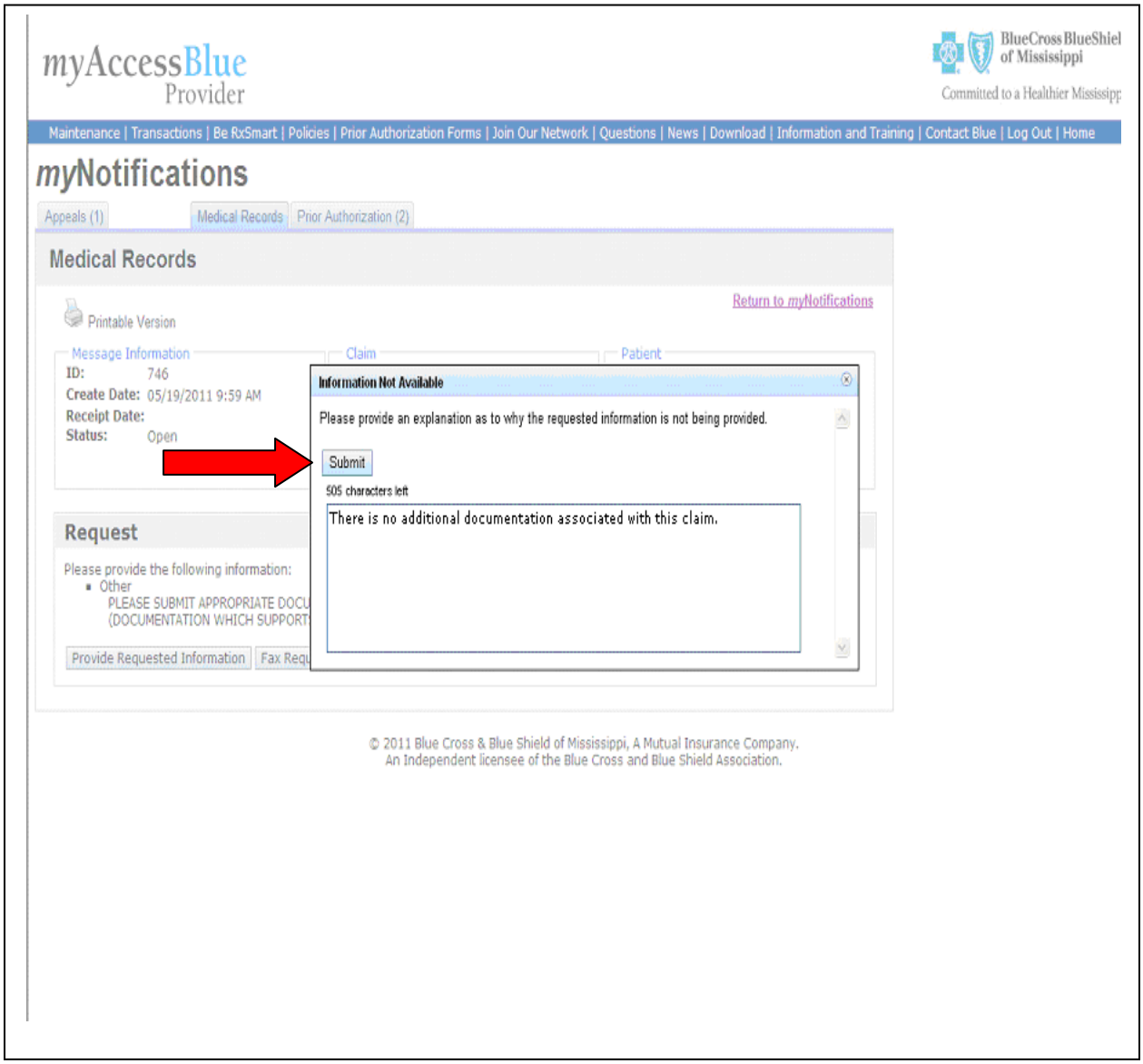
For example, if you were not the treating physician on the date of service for the medical records requested.

You will have the ability to communicate to BCBSMS when records are not available by selecting the **'Information Not Available'** button.



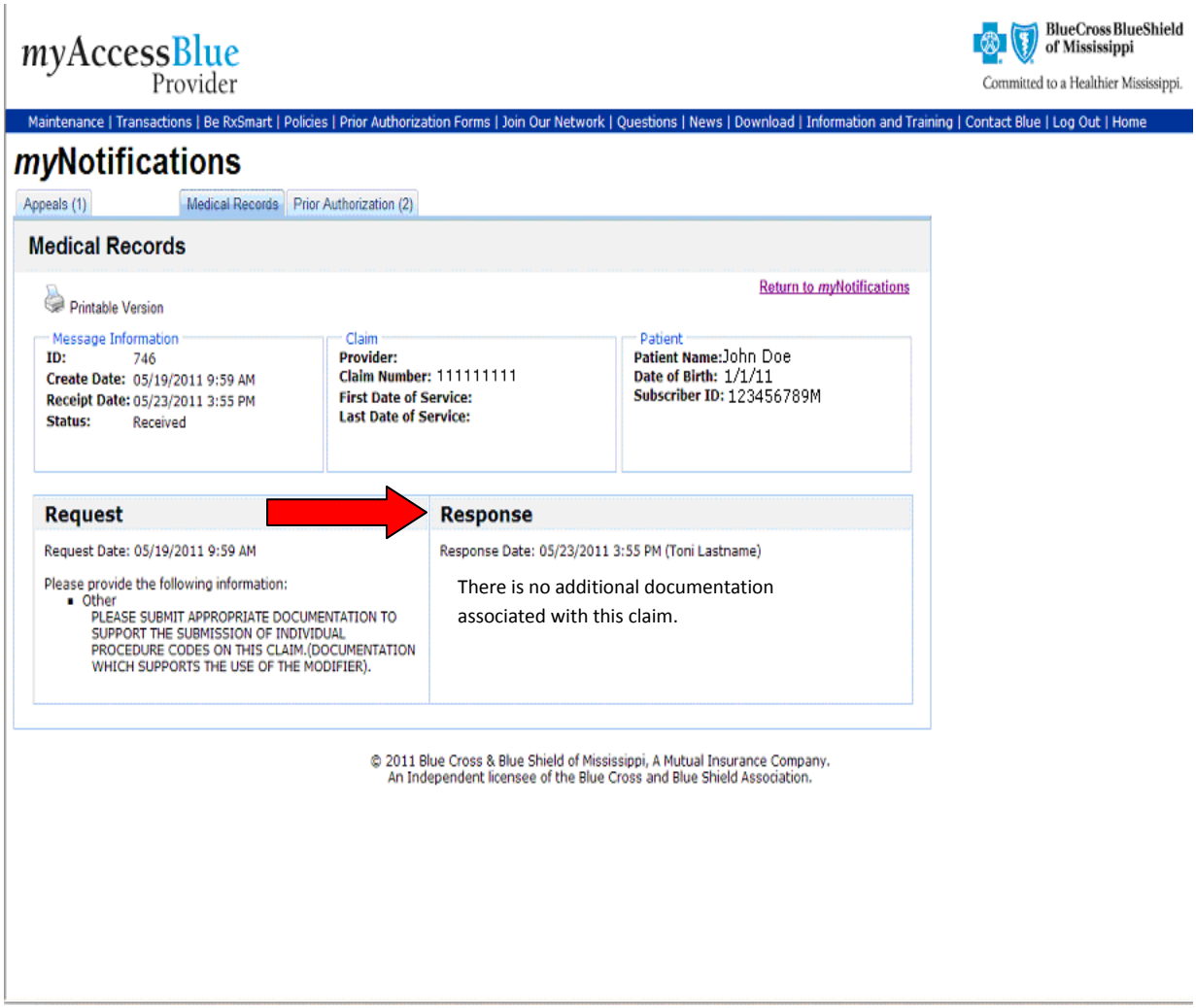
Should you choose the **'Information Not Available'** option, you must provide a detailed explanation as to why you are not able to provide the requested information. Type a detailed explanation up to 512 characters in the text box, and click the **'Submit'** button to send.

Note: Remember, the more information provided helps in the timely processing of your claims.

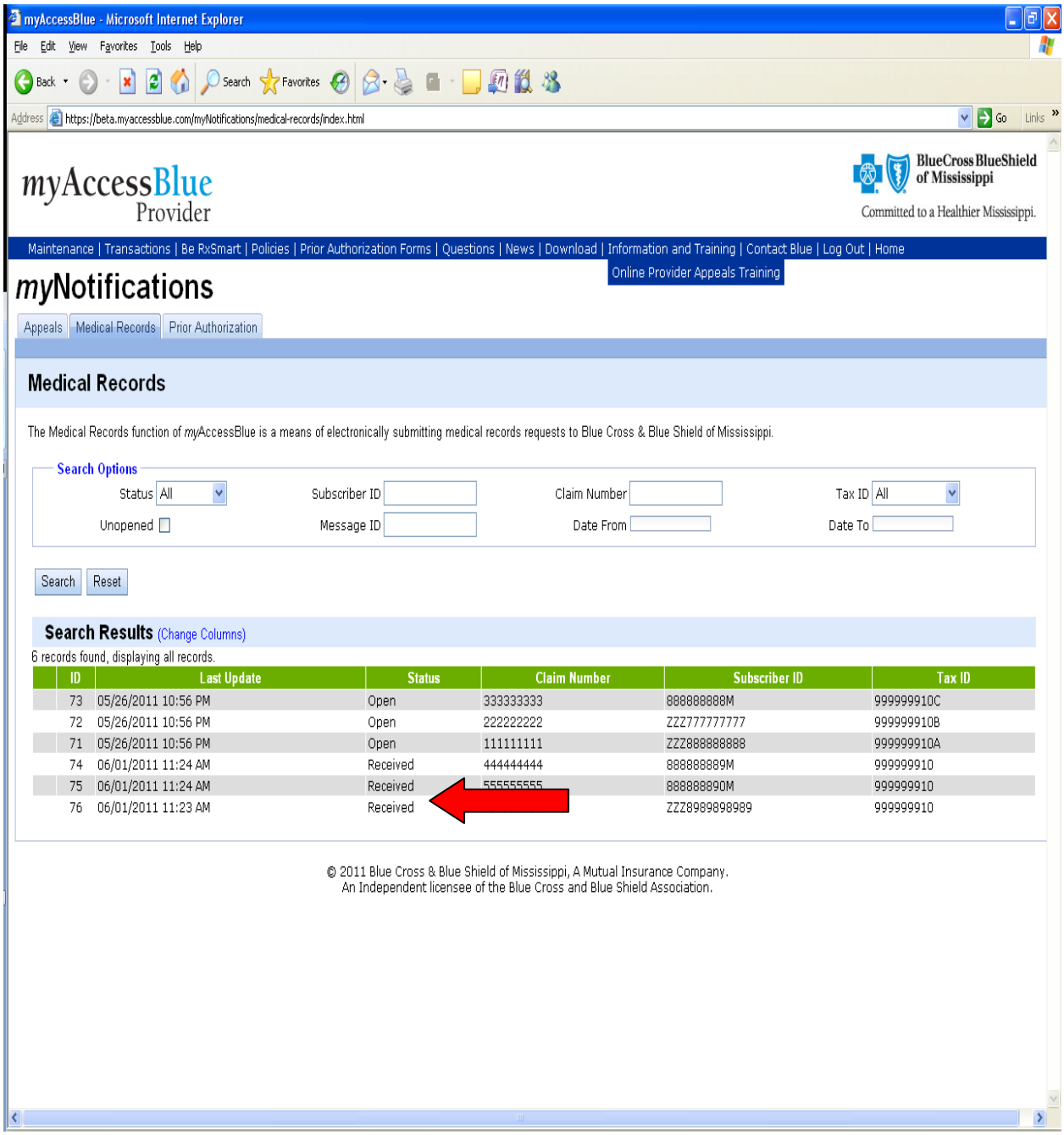


You will then be returned to the **Medical Records Detail Screen**. You may view the response you provided to BCBSMS in the **"Response"** section of the **Medical Records Detail Screen**.

Select **'Return to *my*Notifications'** link in the upper right corner of the **Medical Records Detail Screen** to return to the **Medical Records Listing Page** to view the status of your request.



The status of your request will be displayed on the **Medical Records Listing Screen**, and will be indicated by a **'Received'** message.

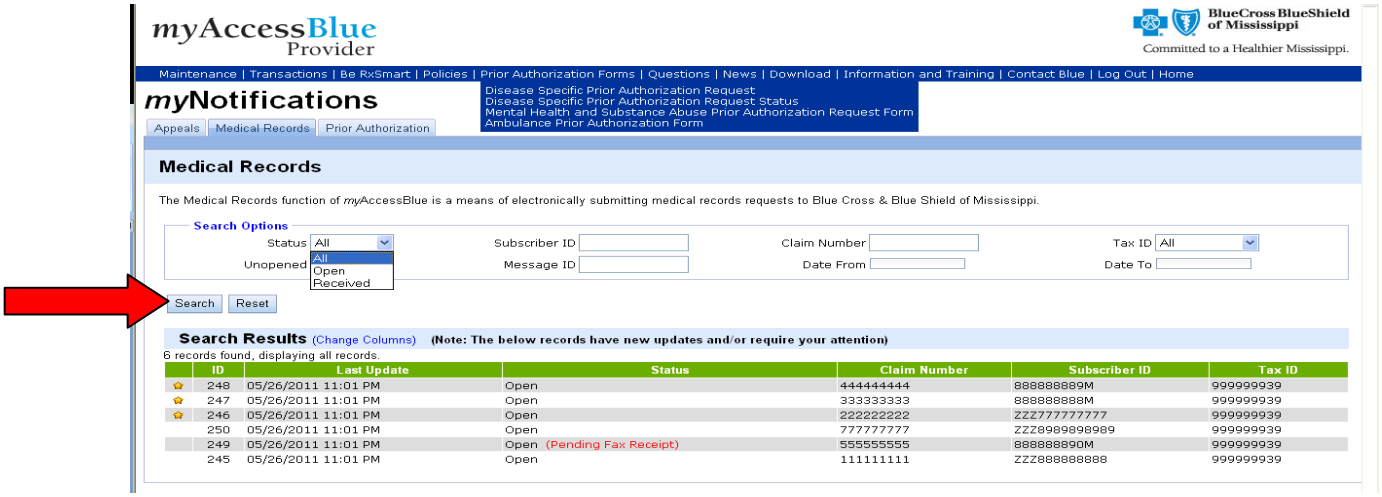


When you have submitted all requested medical records to BCBSMS, the status of your request will be indicated by a **"Received"** message and will be displayed on the **Medical Records Listing Screen** for 30 day time period. All **"Open"** medical records requests will remain in the system for an indefinite period of time for your reference. Please check your claims status for payment information.

If BCBSMS has not received the requested information from you in a timely manner, BCBSMS will send you a second request notification. The status indicator will display an 'open' message until all requested information is received. At times, it may be necessary for you to search for a specific medical records request beyond the 30 day display period. You will have the ability to search by:

- **Status**
- **Subscriber ID**
- **Claim Number**
- **Tax ID**
- **Date Range**
- **Message ID**

Enter one or more of the indicated search criteria, and click on the **'Search'** button. Your search query results will be displayed for you to view.



Remember, it is important that you log-in to *my*AccessBlue everyday so that you may be alerted via *my*Notifications to outstanding medical record requests, prior authorization approvals, and important updates. For any questions regarding the **Electronic Medical Records Submission Tool**, please contact us via Contact Blue.