

DVD/CD Submission Guidelines

How to submit records to Cotiviti RAC 4 via CD/DVD:

Please adhere to the following instructions when submitting a record via CD/DVD:

Format:

- Attach a copy of the pull list received with the Additional Documentation Request Letter in front of the imaged record with the corresponding patient name circled.
- Scanned image resolution must be between 200-300 dpi and in black and white.
- Scanned image must be legible.
- File must be in a PDF or TIFF with Group 4 compression format (PDF preferred).
- Each image file naming convention must include the RACCase ID listed on the RAC4 pull list. If another document for the same Cotiviti RAC4 Case ID has been shipped before, an extension code is required to provide uniqueness between files.

Example:

First time sending: 000ABC.pdf or 000ABC_1.pdf

Second time sending: 000ABC_2.pdf

The following metadata (excel file or tab delimited text file) must be included with the image submission:

- Requested RAC Case ID (located on RAC 4 pull list)
- Requested Claim Number (located on RAC 4 pull list)
- 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
- Total number of medical records on the CD/DVD

There should be one entry per image in the metadata file.

Submission:

Multiple charts can be sent on one CD/DVD but each chart request (RAC Case ID #) must be a separate PDF/TIFF file.

CD/DVD should be labeled as <Provider Facility name>_<Medical record request letter date: MMDDYYYY>_<Number of images on CD/DVD>

Example: Hospital_01012010_4

If CD/DVD contains records from multiple medical record request letters, please use the range of dates from the medical record request letters in the CD/DVD naming convention.

Example: Hospital_01012010-02012010_4

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 RAC 4, prior to shipment, via one of the methods below. Please provide a record identification reference (RAC Case ID/claim number/audit number) for identification.

- FAX password to 702-240-5595
- E-mail password to rac4info@cotiviti.com
- Call (877) 350-7992 (Part A) or (877) 350-7993 (Part B) and provide password to a Provider Relations Representative

NOTE: Do not leave the password on the Cotiviti RAC 4 Provider Relations Call Center voice mail

If PGP encryption is used, public and private keys to decrypt images must be established with Cotiviti RAC 4 prior to shipment.

All medical documentation mailed to Cotiviti RAC 4 via paper or CD/DVD should be sent in tamper-evident packaging such as security mailers or tamper sticker labels.