

June 16, 2020

Dear Provider:

Cigna Medicare is in the process of conducting medical record diagnostic coding reviews as part of its risk adjustment process and as part of its commitment to quality patient care and provider support. As you may know, risk adjustment is the methodology used by the Centers for Medicare and Medicaid Services (CMS) to determine payments to Medicare Advantage health plans. This methodology is dependent on accurate and complete diagnosis coding. Reviewing medical chart documentation assists Cigna Medicare in meeting these requirements.

Our goal is to make this process as unobtrusive as possible. To support this goal, Cigna Medicare has enlisted the services of **CIOX Health** to retrieve medical records. You will be contacted by CIOX Health to make arrangements convenient for your practice. We will also work with you to minimize disruptions in patient care activities.

Tips for smooth reviews:

- Please anticipate receiving a call from CIOX Health to schedule the chart retrieval
- For each medical record, the following information is needed for dates of service from **January 1, 2019 through Current:**
 - History & Physical
 - Consultation Notes
 - Progress Notes
 - Medication List
 - Enhanced Encounter/360/HMR documents
 - Demographic Sheet
 - Search all EHR **and** Paper Chart formats for date range

Cigna Medicare has executed a confidentiality agreement with CIOX Health and their employees, so that any information shared during this review will be kept in the strictest of confidence, in accordance with all applicable State and Federal laws regarding confidentiality and HIPAA requirements. Should you have any questions regarding this project, please contact the CIOX Health Provider Support Center at 1-877-445-9293.

Cigna Medicare is conducting this chart review to ensure compliance with CMS guidelines for the submission of accurate information about your patients. Your participation as a Cigna Medicare provider is extremely valuable and necessary.

Thank you for your cooperation with this important activity.

Cigna Medicare