



## Instructions for Submitting Requested Documentation/Medical Records

How to prepare requested documents for efficiency during the record intake and medical review process:

1. Prepare documents/records in the order of the requested information listed on the enclosed ADR letter.
2. Do not staple any pages together in the record. Paper clips and rubber bands are acceptable to keep the records organized, if necessary.
3. Ensure all submitted pages are complete, legible, and include both sides of the page and edges where applicable.
4. Bundle records for each claim sample separately. Each record should be its own file regardless of the size and/or submission method including faxes.
5. Attach a copy of the ADR Claim Sample List to the front of each record. Clearly identify the corresponding sampled claim from the list by circling or marking an (x) next to the Sample ID and beneficiary name.

Please choose **ONE** of the following methods of submission after following steps 1-5:

- **esMD**  
Providers now have the option to submit requested documentation via the Electronic Submission of Medical Documentation (esMD) mechanism. Please notify SHS if you intend to submit via esMD. For more information about esMD, see [www.cms.gov/esMD](http://www.cms.gov/esMD).
- **Faxing**  
Fax documents for each claim separately to enable us to ensure receipt of all requested documentation for each claim. Please include a cover sheet stating the number of pages faxed. Fax information to: 1.855.219.1799
- **Mail (Paper copies or CD\*)**

StrategicHealthSolutions, LLC  
4211 South 102<sup>nd</sup> Street  
Omaha, NE 68127

**ATTN:** Supplemental Medical Review Contract

\*Imaged records can be submitted via an **encrypted** CD. Do NOT submit the password information with the CD. Provide the password in a separate mailing or call customer service. Each medical record should be saved as a separate file and identified by the Sample ID provided on the ADR Claim Sample List. Files must be in .PDF format and sent in a tamper-proof package.

**Direct questions and/or faxing issues to Customer Service at 888.963.5527**