



Healthy Blue

Dual Advantage

Provider Bulletin

March 2021

Healthy Blue working with Optum to collect medical records for Medicare risk adjustment (MRA)

Summary: In 2021, Healthy Blue will work with Optum,* who works with Ciox Health,* to request medical records with dates of service for the target year 2020 through present day for Medicare risk adjustment (MRA).

MRA refers to the process by which CMS adjusts Part C payments made to Medicare Advantage plans to account for expected costs of care based on factors associated with member demographics and health. The goals of risk adjustment are:

1. To collect accurate and complete diagnosis information to ensure proper treatment, care management, and care coordination services.
2. To submit accurate and complete diagnosis data to CMS to ensure appropriate payment to both the Medicare Advantage plan and providers — in support of appropriate management of a members' health.

Jaime Marcotte, Medicare Retrospective Risk Program Lead, is managing this project. If you have any questions regarding this program, please contact Jaime at jaime.marcotte@anthem.com or **1-843-666-1970**.

* Optum and Ciox Health are independent companies providing medical record review services on behalf of Healthy Blue.

<https://providers.healthybluela.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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