

WHEN YOU DON'T RESPOND TO ADDITIONAL DOCUMENTATION REQUESTS (ADRs) QUICK REFERENCE GUIDE



Response Required!

- Medicare contractors are authorized to collect medical documentation as stated by the [Social Security Act, Section 1833\(3\)](#)
- Providing medical records of Medicare patients to the MAC program does not violate the Health Insurance Portability and Accountability Act (HIPAA)
- Therefore, time is ticking! An ADR response is your responsibility and is required.



What's Next?

- Nonresponse to ADRs is consistently the top Medical Review denial
- To avoid this denial, be sure your local MAC has your current address on file. You can designate a "Correspondence Address" to receive your medical review ADRs. You must make that change with your MAC to start the process.
- First, update your contact information with your MAC
- To make these updates with the MAC, please visit the Provider Enrollment page of your MAC website



MAC – Provider Assistance In Responding to ADRs

- If you do not have your original ADR letter, please do not allow this to cause you to not respond or delay responding to the request
- Submit a Medical Review ADR Response Cover Sheet with each ADR response if you do not have your ADR letter
- If the date of your ADR letter is greater than 45 days, or if you receive a non-response denial with RARC M127, submit a Medical Review ADR Response – Late Submission form with each ADR response



Road Blocks to ADR Success

- Provider designee does not have access to MAC online services
- Provider designee does not keep up-to-date login credentials
- Provider designee does not have alternate representative
- Keep your contact information updated per PECOS in order to receive your ADR letter



Methods of Responding to MR ADRs

- Methods include:
 - » Electronic Submission of Medical Documentation (eSMD)
 - » Fax
 - » Mail
- Providers are encouraged to upload their documentation through the MAC's online portal
- It is free, fast and it allows providers to track the status of their responses
- Do not submit documents by more than one method of submission
- Duplicate responses can prolong the review process and result in claim denials or rejections