

# Faxing Medical Records

## Save time AND postage – fax requested medical records!

When we request medical records to consider/approve a claim for payment, faxing them to us eliminates mailing hassles for your office and also enables us to receive and process medical records more efficiently.

Upon receipt, each fax will be electronically routed to the appropriate queue for processing, eliminating the need for time-consuming manual sorting.

To ensure that your fax is received and processed promptly, please follow the guidelines below. Post this information near your fax machine for easy reference.

- **Fax medical records we request to consider /approve a claim for payment to us at 1-877-220-7323.** Do not use this number to send records related to preauthorization.
- **Submit a copy of the medical record request letter as the second page of your fax submission (immediately following your fax cover sheet).** Our medical record request letter contains information used to electronically sort your fax. If the request letter is not included, it will affect the sorting process and slow the processing time.
- **Fax each medical record request separately.** Please do not combine medical record requests; send a separate fax for each medical record request you receive and include the corresponding request for medical records letter.
- **Do not use the fax number above to send medical records tied to a Request for Research/Claim Adjustment, a Clinical Editing dispute or a DRG dispute.** The fax number above is to be used only to send medical records that we have requested before we consider/approve a claim for payment. If you are disputing a claim that has already been paid and wish to send medical records to support your dispute, follow the instructions and return information listed on our Request for Research/Claim Adjustment form, or, when applicable, use the Clinical Editing Review Request form or the DRG Review Request form. All forms are accessible via the [Resources](#) section of our website, [Provider.excellusbcbs.com](http://Provider.excellusbcbs.com).