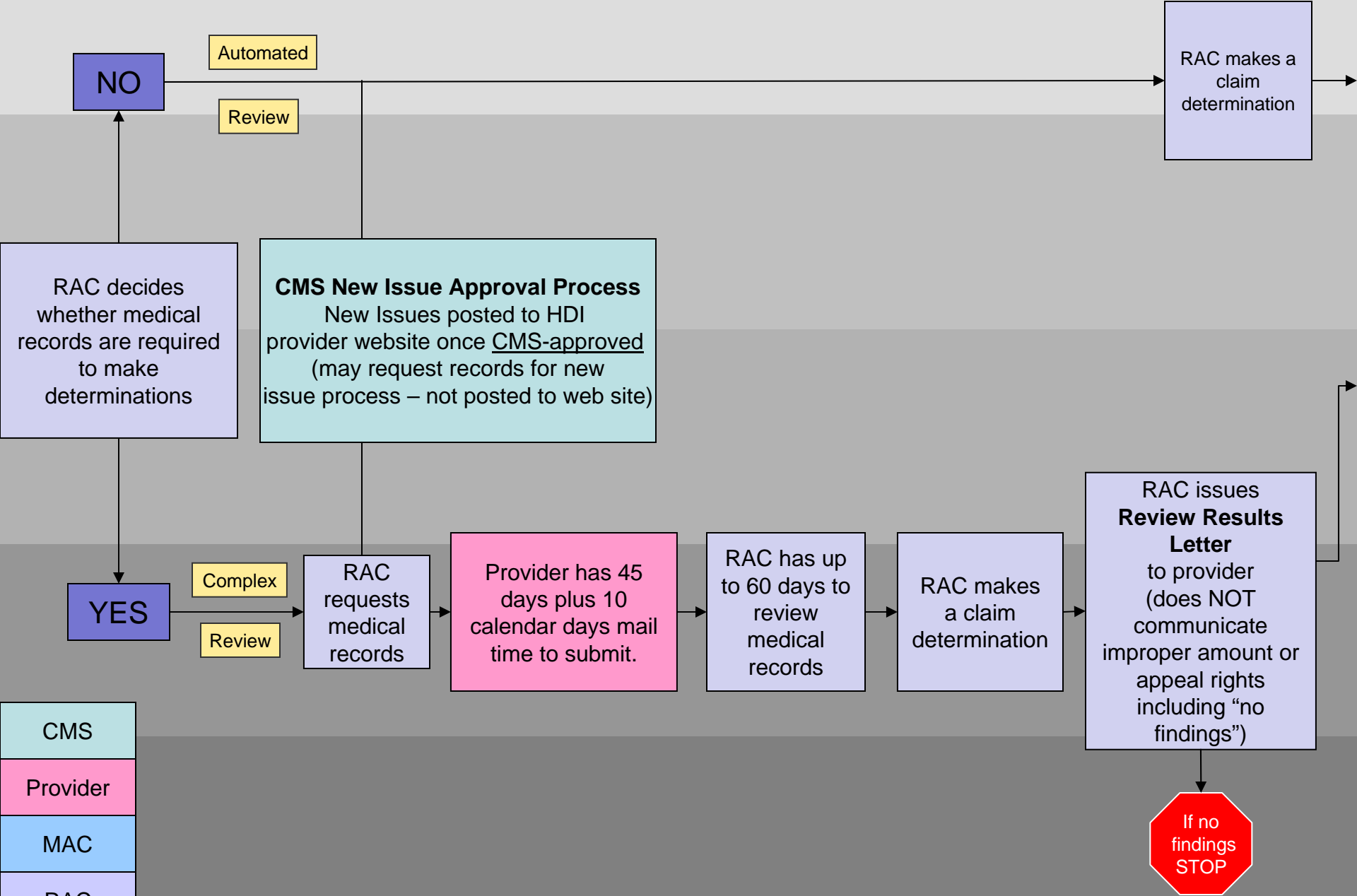


RAC Process



Automated

NO

Review

RAC makes a claim determination

RAC decides whether medical records are required to make determinations

CMS New Issue Approval Process
 New Issues posted to HDI provider website once CMS-approved (may request records for new issue process – not posted to web site)

YES

Complex

Review

RAC requests medical records

Provider has 45 days plus 10 calendar days mail time to submit.

RAC has up to 60 days to review medical records

RAC makes a claim determination

RAC issues **Review Results Letter** to provider (does NOT communicate improper amount or appeal rights including “no findings”)

If no findings STOP

- CMS
- Provider
- MAC
- RAC

