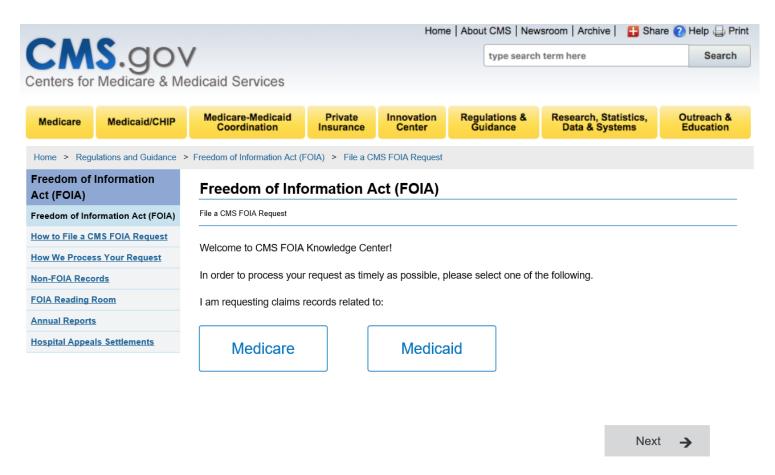


# CMS/OSORA FOIA Portal Project

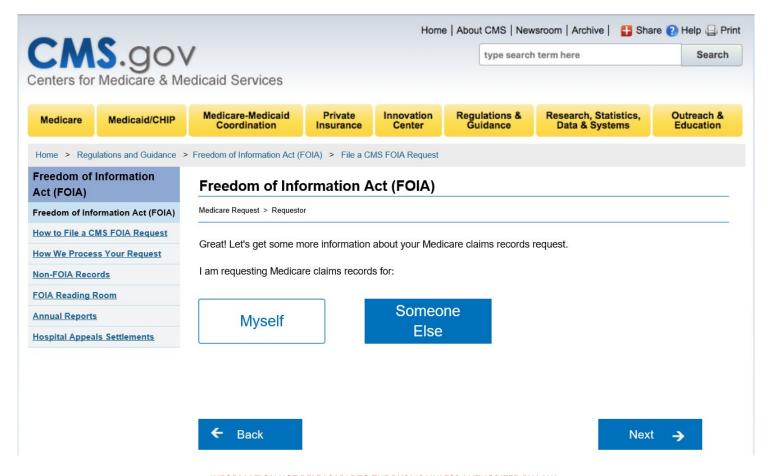


**Screenshots for PRA Submission** 

Prior to entering the FOIA portal to request claims data, CMS wants to ensure that the user is requesting Medicare claims and not Medicaid claims. If the user selects Medicaid, they will be directed elsewhere (see Appendix A – Medicaid claims request redirects).

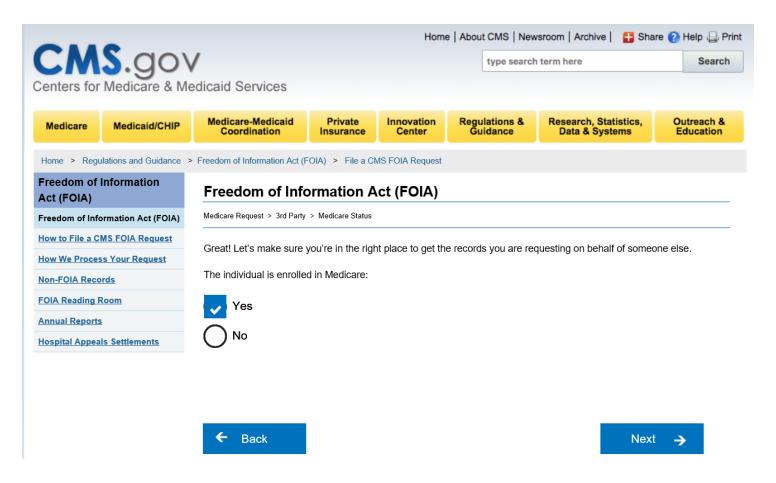


Prior to entering the FOIA portal to request claims data, CMS wants to determine if the user is requesting data for themselves. If yes, they would be asked additional questions to determine if there are more efficient and faster methods to obtain their data, like using Blue Button. (see Appendix B – person with Medicare redirects).



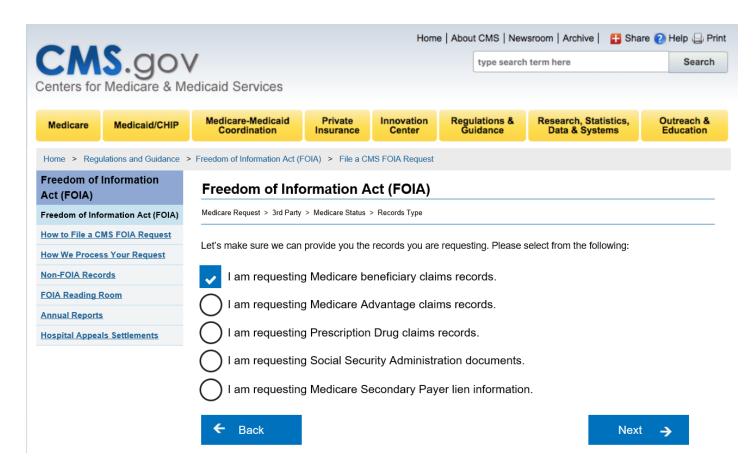
#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

Prior to entering the FOIA portal to request claims data, CMS is re-verifying that the individual is actually enrolled in Medicare. See Appendix C for not enrolled redirects.



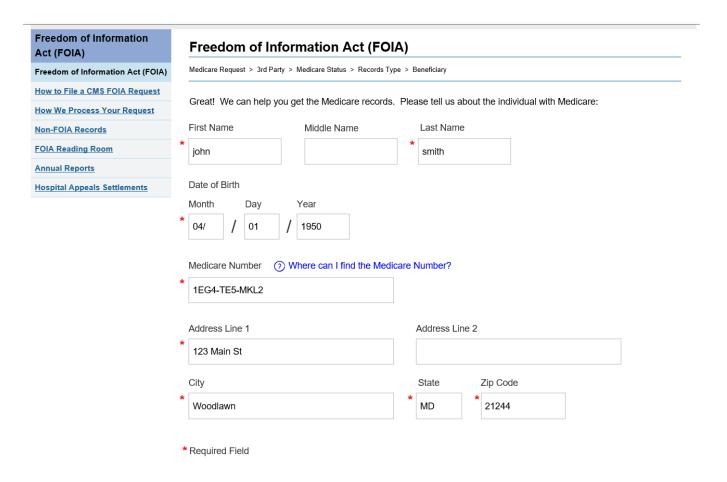
#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

Finally, prior to entering the FOIA portal to request claims data, CMS wants to ensure it is only fee for service claims data, and not other types of Medicare data which CMS does not store. (see Appendix D – non FFS claims data redirects).



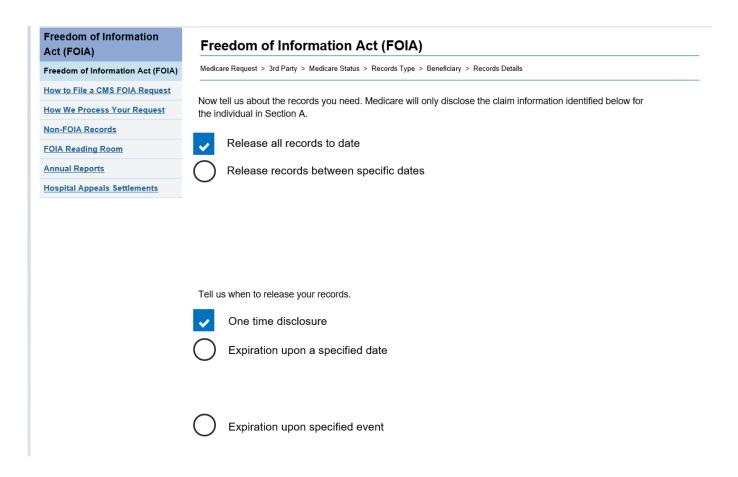
#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

Now that all of the assurances and redirects have been established, it is time to collect the information about the FOIA case! The first step (Part A) is to obtain information about the person with Medicare, including their Medicare number (only the new MBI format will be accepted).



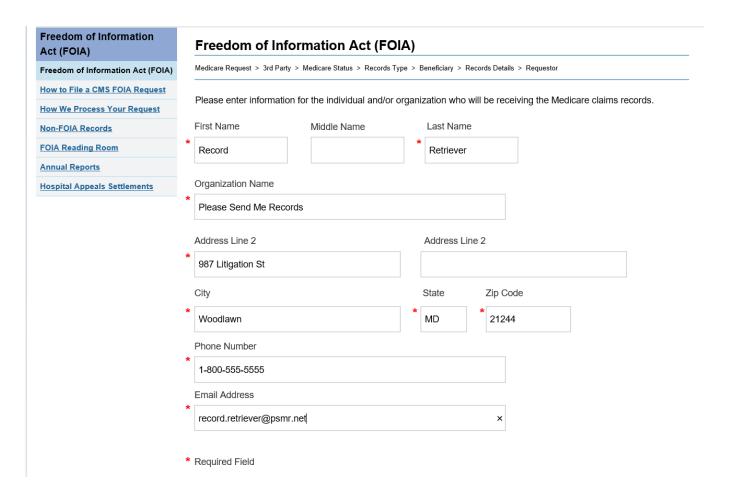
#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

The next step (Part B) is to place parameters around the records request. Should the user select options where they have to specify dates and/or events, once the option is selected, additional field(s) will display for the user to fill in the required information.



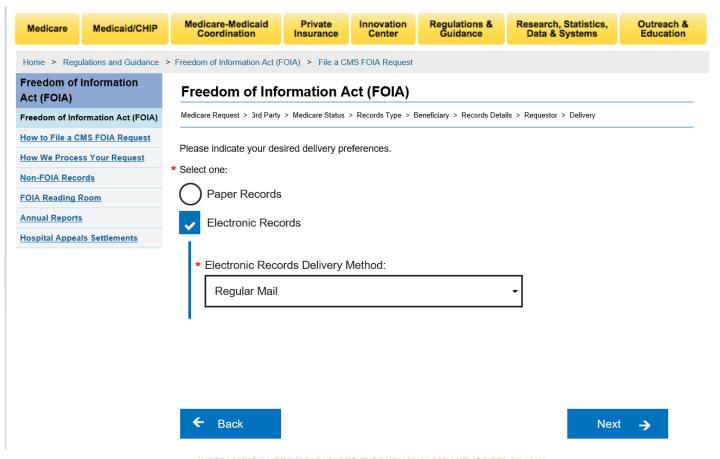
#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

The third step (Part C) is to collect information about the entity requesting the claims records.



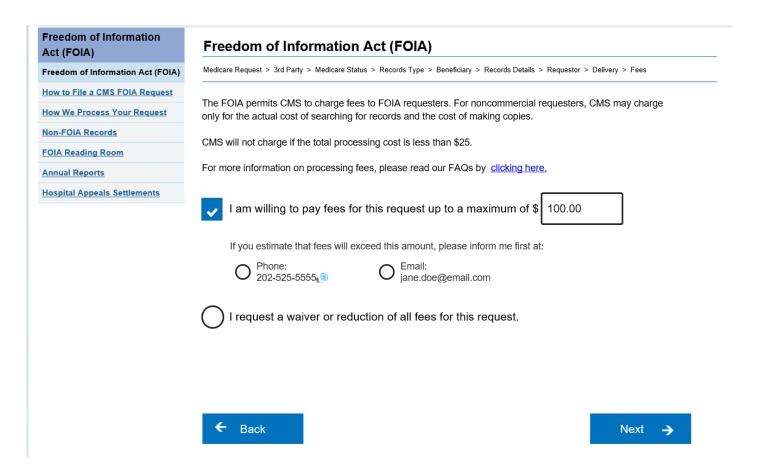
#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

The fourth step is to collect delivery preferences. Should express delivery be an option, the user would be required to provide an express delivery account.



#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

The fifth step, Part E, is to determine fee collections. Should the user request a waiver to the fees (not likely in a 3<sup>rd</sup> party situation but still possible), the user would select the second bullet and a memo field would display providing ample space to explain the reason for the waiver.

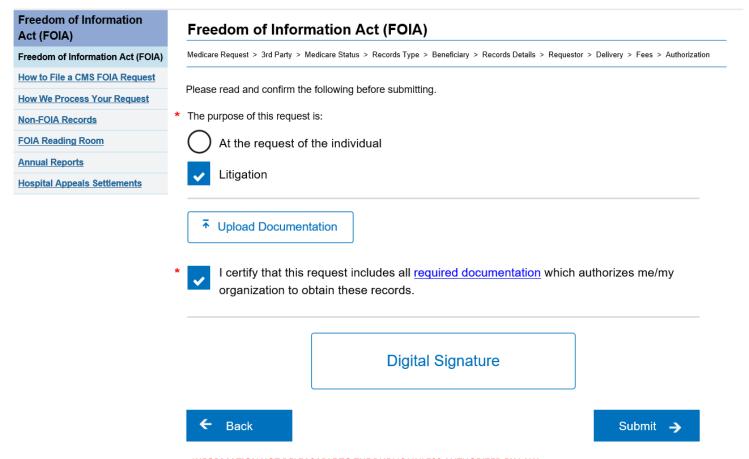


At all times, the user is provided information (i.e., bread crumbs) as to where they are in the process. The screen shot below provides the user an opportunity to review all of the information provided prior to going to the 6<sup>th</sup> step, the attestations and submissions.

now to rile a Civis POIA Request	Please review the information you have entered before submitting.	
How We Process Your Request		
Non-FOIA Records	Beneficiary Information	Edit
FOIA Reading Room	Jane Doe 1 Main Street	
Annual Reports	Woodlawn, MD 21244	
Hospital Appeals Settlements	Date of Birth: 10/1/1950	
	Medicare Number: 1EG4-TE5-MK73	
	Requestor Information	Edit
	John Doe	
	Lawyers at Law, LLP 1 Main Street	
	Baltimore, MD 21201	
	Records Type	Edit
	Medicare Beneficiary Claims Records	
	Records Release	<u>Edit</u>
	One Time Disclosure Release all records to date	
	Toloase all rosoras to date	
	Delivery Preferences	Edit
	Electronic Records	Luit
	Regular Mail	

#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

The final step, Part F, requires the user to upload beneficiary authorization documents which includes attestation language. The authorization document MUST be signed by the beneficiary. The user is provided a link to the form generally used by third parties to obtain proper authorization, as failure to have all of these components in the request will cause the request to be denied.



#### INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW:

Once the request is submitted, the user is provided with general confirmation information. The user is advised against submitting duplicates as it would delay CMS' ability to fulfill the request. The online portal also offers CMS an option to email the requester with their confirmation number so that they may track the progress of their request.

Home > Regulations and Guidance >	Freedom of Information Act (FOIA) > File a CMS FOIA Request		
Freedom of Information Act (FOIA)	Freedom of Information Act (FOIA)		
Freedom of Information Act (FOIA)	Request Confirmation		
How to File a CMS FOIA Request			
How We Process Your Request	Thank you, your request for Medicare claims records has been successfully submitted to CMS for Jane Doe.		
Non-FOIA Records	valle Doe.		
FOIA Reading Room	Please note that you do NOT have to submit this same request again via US postal mail, fax, or		
Annual Reports	email. Doing so may cause a delay in the time it takes to fully process your request.  Next Steps: You will receive an acknowledgement letter from CMS with a specific PIN# to track your request.		
Hospital Appeals Settlements			
	If you would like to receive your letter via email (preferred method), please provide your email address below, otherwise your letter will be sent via US postal mail.		
	Email Address  Send Letter  via Email		

## Appendix A – Medicaid Redirect

### Medicaid Records

Please note that the Centers for Medicare and Medicaid Services does not hold any records related to Medicaid claims.

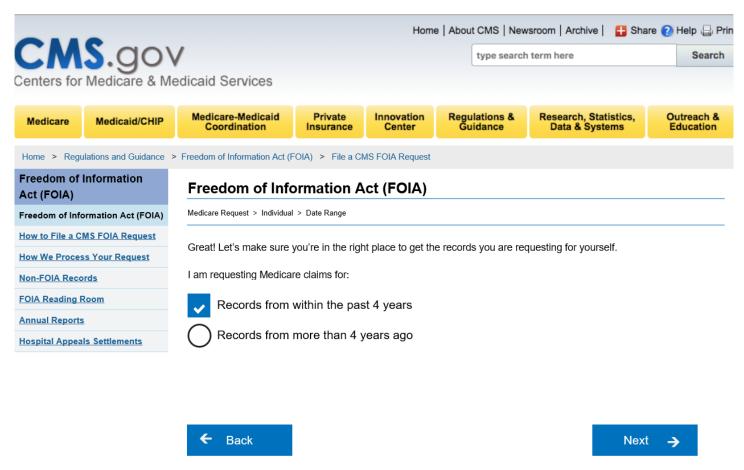
Those records are available through the state office where the Medicaid beneficiary resides. You can access each state's website by <u>clicking here.</u>

Close

https://medicaiddirectors.org/about/medicaid-directors

# Appendix B – Beneficiary Redirect - 1

If the beneficiary is requesting Medicare claim records within the past 4 years, the portal will encourage the beneficiary to use Blue Button. However, if the beneficiary needs older claims, the portal will continue with a series of fillable fields and allow the user to submit the request through the FOIA process.



# Appendix B – Beneficiary Redirect - 2

## MyMedicare.gov Blue Button

Please note that you can access your Medicare claims information within the past four years online by using Medicare's secure Blue Button website.

Please click here to access Blue Button.

Close

https://www.medicare.gov/manage-your-health/medicares-blue-button-blue-button-20

## Appendix C – Not Enrolled Redirects

### Medicare Enrollment

Uh-oh! If you are not enrolled in Medicare, this is not the correct online request submission form for you. Let's get you back to the Centers for Medicare and Medicaid Services' main FOIA website.

This online request form is strictly for obtaining claims records for a person currently enrolled in Medicare.

Close

## Appendix D – Non FFS Claims Redirect - 1



I am requesting Medicare Advantage claims records.

## Medicare Advantage Claims

Records
Please note that the Centers for Medicare and Medicaid
Services does not hold or have access to Medicare
Advantage Plans claim records. Please contact your plan
directly for that information.

Additional information on Medicare Advantage Plan claims can be found by <u>clicking here.</u>



https://www.medicare.gov/claims-appeals/check-the-status-of-a-claim

## Appendix D – Non FFS Claims Redirect - 2



I am requesting Social Security Administration documents.

## Social Security Administration

Documents
Please note that the Centers for Medicare and Medicaid
Services does not hold or have access to documents related
to the Social Security Administration.

Additional information on the Social Security Administration can be found by clicking here.

https://www.ssa.gov/

Close

## Appendix D – Non FFS Claims Redirect - 3



I am requesting Medicare Secondary Payer lien information.

## Secondary Payer Lien Information

Please note that Medicare Secondary Payer (MSP) lien and subrogation information cannot be obtained through a FOIA request or a Medicare beneficiary claims request.

Please click this link to be redirected to the proper CMS.gov website for more information on MSP.

Close

https://www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Attorney-Services/Attorney-Services