

DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



**CENTER FOR MEDICARE**

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**DATE:** October 18, 2021

**TO:** All Medicare Advantage, Cost, PACE, and Demonstration Organizations Systems Staff

**FROM:** Jennifer R. Shapiro, Director, Medicare Plan Payment Group

**SUBJECT:** Acceptable Attachment File Extensions for Risk Adjustment Inquiries

CMS is sending this notification to inform Medicare Advantage Organizations (MAOs) that the Risk Adjustment Operations ([riskadjustmentoperations@cms.hhs.gov](mailto:riskadjustmentoperations@cms.hhs.gov)) and the Risk Adjustment Policy ([riskadjustmentpolicy@cms.hhs.gov](mailto:riskadjustmentpolicy@cms.hhs.gov)) mailboxes accept only certain formats for attached files.

All attachments should be sent in one of the following formats:

bmp	jpg	pptx	zip
csv	msg	rtf	
docx	pdf	txt	
eml	png	xlsx	

As announced in the July 9, 2021 listserv notification, the Risk Adjustment mailboxes were upgraded. We continue to work to improve processes related to our mailboxes and responses to inquiries. The latest upgrade will allow the Risk Adjustment mailboxes to receive encrypted/secured files. As of November 1, 2021, inquirers will be able to send encrypted or secured files containing personally identifiable information (PII) or personal health information (PHI) directly to the Risk Adjustment Operations mailbox. Previously, inquiries with PII and PHI were sent to the Medicare Advantage and Prescription Drug (MAPD) Help Desk. Files sent with PII and PHI must be password protected but the password should not be included in the email. Inquirers should provide their contact information, including a phone number, in their email and a CMS representative will call for password details.

Questions can be submitted to [RiskAdjustmentOperations@cms.hhs.gov](mailto:RiskAdjustmentOperations@cms.hhs.gov), please specify, 'Acceptable Attachment File Extensions for Risk Adjustment Inquiries' in the subject line.

Thank you.