

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:** January 30, 2024

**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 (RAO/[riskadjustmentoperations@cms.hhs.gov](mailto:riskadjustmentoperations@cms.hhs.gov)) and the Risk Adjustment Policy (RAP/[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	jpeg*	png	xlsx
csv	jpg	pptx	zip
docx	msg	rtf	
eml	pdf	txt	

**\*Recently Added**

As announced in the October 18, 2021 HPMS Memo “Acceptable Attachment File Extensions for Risk Adjustment Inquiries,” as of November 1, 2021, inquirers are able to send encrypted or secured files containing personally identifiable information (PII) or personal health information (PHI) directly to the Risk Adjustment Operations mailbox. Files sent with PII and PHI must be password protected but the password should not be included in the email. Inquirers should include their contact information, including a phone number, in their email and a CMS representative will call for password details. Follow-up responses to the RAO/RAP mailboxes should contain the 8-digit Case Number in the subject line of the inquiry.

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.