



Medical Record Review Notification

October 10, 2016

Dear Care1st Providers and Staff:

The Arizona Medicaid Health Plans have aligned efforts under the Arizona Association of Health Plans (AzAHP) to conduct Medical Record Reviews (MRR), similar to the coordinated credentialing process implemented in 2012. AzAHP has engaged AdvantMed as the vendor that will be conducting these reviews on behalf of all participating Arizona Medicaid Health Plans. This collaborative approach will reduce the burden to your office by decreasing the number of parties requesting medical records.

This process change stems from the most recent changes within the Arizona Health Care Cost Containment System (AHCCCS) Medical Policy Manual (AMPM), Chapter 900 - Quality Management and Performance Improvement Program related to on-going monitoring of medical records for contracted Pediatricians, Primary Care Physicians (PCPs), and Obstetrician/Gynecologists (OB/GYNs).

The medical record/chart review will include, but will not be limited to, reviewing compliance related to the following areas:

- General Medical Record Documentation
- Medical/Social History/Medical Management
- Health Maintenance (Laboratory/Diagnostic Studies)
- Behavioral Health
- Family Planning

Medical record reviews are required every three years. **When your review is due, AdvantMed will contact you** to request your assistance in securing the medical records necessary to complete the review. Based on existing contracts with Medicaid Health Plans, you are required to provide a copy of medical records within the timeframes and at no charge. It is important that you work collaboratively with AdvantMed in providing the requested records when contacted to avoid jeopardizing your status with one or more of the Health Plans.

Should you use a vendor that provides copies of your medical records, such as HealthPort, please provide notification to them of your requirement to provide records to AdvantMed on behalf of the Health Plans, at no cost. Please advise them of the following AHCCCS requirement and Arizona Administrative Code:

AHCCCS contracted providers are required to furnish copies of medical records to an AHCCCS contractor free of charge. According to the Health Insurance Portability and Accountability Act (HIPPA) Privacy Rules (CFR 164) health care providers are permitted to disclose protected health information for the purposes of treatment, payment and/or healthcare operations without authorization from the member. Healthplans receive these records for official purposes directly related to its operations as an AHCCCS contractor.

Federal and State Legal Reference:

AHCCCS states: under Arizona Administrative Code R9-22-512 (E)

- E. A provider shall furnish records requested by the Administration or a contractor to the Administration or the contractor at no charge.

Please email the Care1st Quality Management team with any questions at qmnurseaz@care1st.com.

Thank you!

Provider Network Operations

Phone 602.778.1800 or 866.560.4042 (Options in order: 5, 7) Fax 602.778.1875

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