



Introduction:

- Medical Record Review (MRR) Standards have been developed and approved by the Quality Improvement/Utilization Management (QI/UM) Committee.
- Medical Record Review Standards have been developed for:
 - o PCPs and Specialists
 - o OB/GYN practices
 - o Skilled Nursing Facilities
 - o Home Health Agencies
 - o Behavioral Health Providers
- The importance of having standards is to verify that Practitioners and Providers:
 - o Are aware of the expected level of care and associated documentation.
 - o Are aware of the requirements for maintenance of confidential medical information and record keeping.
 - o Are assured that medical records are being evaluated in a consistent manner.

Goals:

- The Quality Improvement/Utilization Management Committee has established the scoring standard of 80% for the Medical Record Review Documentation Standards elements.
- If the score of 80% has not been met for MRR, a follow up review will be scheduled to assess improvement.
- Providers are notified of their results and any opportunities for improvement by letter within forty-five (45) calendar days of the review
- Repeatedly failing to meet an overall performance score of 80% may lead to initiation of corrective action, up to and including termination from the plan.

Frequency of Reviews:

- Medical records may be requested and reviewed every year as an on-going basis.