



### **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:
  - PCPs and Specialists
  - OB/GYN practices
  - Skilled Nursing Facilities
  - Home Health Agencies
  - Behavioral Health Providers
- The importance of having standards is to verify that Practitioners and Providers:
  - Are aware of the expected level of care and associated documentation.
  - Are aware of the requirements for maintenance of confidential medical information and record keeping.
  - 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.