

# UnitedHealthcare-Medical Record Review-ACA-Covered Commercial Plans for 2018 Dates of Service

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## October 03, 2018

UHC is required by the Department of Health & Human Services (HHS), under the Affordable Care Act (ACA), to submit complete diagnostic information about members enrolled in certain Commercial ACA-covered health plans. UHC may request medical records from you to comply with this requirement from **Dec 3, 2018 through March 15, 2019**.

If you're selected for a medical record review, UHC will ask you to provide information for 2018 dates for a certain number of your patients. To reduce the potential for administrative burden, UHC will use the records received through this request for other appropriate health care operations, for ex, monitoring compliance with Healthcare Effectiveness Data and Information Set (HEDIS) measures. HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

Optum and CIOX Health (CIOX) will conduct these medical record reviews, coordinate record retrieval and clinical coding reviews on UHC's behalf. They will request records for members in Commercial ACA-covered health plans.

All requested medical records and documentation will need to be completed **March 15, 2019** to meet the HHS deadline for these record requests. This is unlike Medicare record requests you may have had in the past, as we need to adhere to a tighter window with one retrieval wave for UHC's commercial members.

When you get the medical record request, you'll be asked to provide the following documentation:

- ⇒ Consult notes
- ⇒ Discharge summary
- ⇒ Emergency department records
- ⇒ History and physical notes
- ⇒ Operative and pathology notes
- ⇒ Patient demographics sheet

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### Cont'd

- ⇒ Physical, speech and/or occupational therapist reports
- ⇒ Physician orders
- ⇒ Problem list
- ⇒ Procedure notes/reports
- ⇒ Progress notes and/or SOAP notes for face-to-face office visit
- ⇒ Signature Log

\*\*\*HHS requires that UHC validate care providers' signatures and qualifications for each medical record we review.

**It's important that you provide a signature log, with credentials to identify signatures of physicians, physician assistants, and nurse practitioners who are mentioned in or have annotated medical records.**