



# ADMINISTRATIVE POLICY STATEMENT

## Michigan Health Link

Policy Name & Number	Date Effective
Medical Record Documentation Standards for Practitioners- MI Health Link-AD-1408	07/01/2024-08/31/2024
Policy Type	
ADMINISTRATIVE	

Administrative Policy Statement prepared by CareSource and its affiliates are derived from literature based on and supported by clinical guidelines, nationally recognized utilization and technology assessment guidelines, other medical management industry standards, and published MCO clinical policy guidelines. Medically necessary services include, but are not limited to, those health care services or supplies that are proper and necessary for the diagnosis or treatment of disease, illness, or injury and without which the patient can be expected to suffer prolonged, increased or new morbidity, impairment of function, dysfunction of a body organ or part, or significant pain and discomfort. These services meet the standards of good medical practice in the local area, are the lowest cost alternative, and are not provided mainly for the convenience of the member or provider. Medically necessary services also include those services defined in any Evidence of Coverage documents, Medical Policy Statements, Provider Manuals, Member Handbooks, and/or other policies and procedures.

Administrative Policy Statements prepared by CareSource and its affiliates do not ensure an authorization or payment of services. Please refer to the plan contract (often referred to as the Evidence of Coverage) for the service(s) referenced in the Administrative Policy Statement. If there is a conflict between the Administrative Policy Statement and the plan contract (i.e., Evidence of Coverage), then the plan contract (i.e., Evidence of Coverage) will be the controlling document used to make the determination.

According to the rules of Mental Health Parity Addiction Equity Act (MHPAEA), coverage for the diagnosis and treatment of a behavioral health disorder will not be subject to any limitations that are less favorable than the limitations that apply to medical conditions as covered under this policy.

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**A. Subject****Medical Record Documentation Standards for Practitioners****B. Background**

Medical record documentation is a fundamental element required to support medical necessity and is the foundation for coding and billing. Documentation relays vital information such as, but not limited to, assessments completed, services provided, coordination of services, timeliness of care, plan of treatment, rationale for orders, health risk factors, member's progress, and response to treatment.

**C. Definitions**

- **A Valid Signature for Services Provided or Ordered –**
  - May be handwritten or electronic:
    - CMS permits stamped signatures if a provider has a physical disability and can prove to a CMS contractor an inability to sign due to that disability.
  - Is legible or can be validated by comparing to a signature log or attestation statement.
- **Certificate of Medical Necessity (CMN) –** A written statement by a practitioner attesting that a particular item or service is medically necessary for an individual.

**D. Policy****I. Medical documentation****A. General requirements**

1. Each member has their own medical record.
2. Entries are legible.
3. Each page of the record includes the member's name and date of service.
4. Entries include
  - a. date of service
  - b. signature, date, and credentials of practitioner
5. Documentation indicates that the services(s) billed were the services provided.
  - a. If CPT is based on a timed service, the total number of timed minutes and/or start and stop time with CPT codes/type of treatment is documented.
  - b. If CPT is based on a group of members, the following is included:
    01. Documentation to support that the member was present at each session (If member is not present for the duration of the visit, document start and stop time for the member).
    02. Relationships/credentials of individuals present at each session.
    03. Number of participants in group therapy/treatment.
  - c. CPT/modifiers/place of service codes are appropriate for service and provider.
  - d. Note reflects the location of service.

The ADMINISTRATIVE Policy Statement detailed above has received due consideration as defined in the ADMINISTRATIVE Policy Statement Policy and is approved.

6. Documentation reflects medical necessity for payment of services provided and utilization of resources as it relates to the service provided and the needs/desires of the member.
7. Documentation includes a problem list that includes significant illness or medical and behavioral conditions found in history or previous encounters.
8. When making changes in paper medical record:
  - a. Change is clearly visible.
  - b. White out is not utilized.
  - c. A single line is through an entry labeled with error, initialed, and dated.
9. When making changes in electronic medical records:
  - a. Amendment, correction, or delayed entry is identified.
  - b. A reliable way to identify the original content, the modified content, and the date and person modifying the record is provided.
10. When documentation is over multiple pages:
  - a. Additional pages from a continuation of a note are clearly identified.
  - b. Continuous pages contain:
    01. member name
    02. date of service
    03. page number
11. Content of documentation shows the specific needs of the member for each encounter. Duplication of another note is not acceptable.
12. Best practice standards require documentation to be written within 24 hours of the clinical or therapeutic activity and signed and dated within 14 days.
- B. Evaluation and management documentation
  1. Per CPT guidelines, documentation supports the specific requirements based on the level of visit billed.
  2. History documentation includes
    - a. chief complaint, reason for the visit
    - b. history of present illness (HPI)
    - c. medical history
    - d. review of systems (ROS) to identify signs and/or symptoms
    - e. past family and social history (PFSH)
  3. Examination documentation includes
    - a. constitutional including vital signs and general appearance and
    - b. up to 11 organ systems/body areas depending upon the level of the examination performed and coded
  4. Complexity documentation includes
    - a. diagnoses and treatment options
    - b. any labs, radiology or other diagnostic tests ordered/results reviewed
    - c. any counseling/coordination of care, which can include time spent face to face
    - d. assessment and medical plan of care details

- C. Consents
    - Are maintained in the medical record and include
    - 1. Consent to treatment, refusal to consent, or withdrawal of consent.
    - 2. Authorization for release of information.
    - 3. Signature and date
  - D. Referral Documentation
    - 1. Supports rationale for referral that includes who and what specialty member is referred to
    - 2. Demonstrates evidence of
      - a. Coordination of referrals to specialty practitioners.
      - b. Physician review of or documentation of collaboration notes.
  - E. Laboratory Testing Documentation (ie, labs, x-rays, biopsies):
    - 1. Documentation supports rationale for test.
    - 2. An order for the test is present.
    - 3. How test results will guide treatment plan is evident.
    - 4. Evidence of physician review of results.
    - 5. Evidence of appropriate timely follow up on test results with member.
  - F. Preventative Care Documentation, when appropriate:
    - 1. Records include
      - a. An age-appropriate immunization record
      - b. Evidence that preventative screenings/services are offered.
      - c. Risk assessments are completed, as appropriate (ie substance use, suicide, depression).
      - d. Crisis/safety plan, as appropriate
- II. Durable Medical Equipment Prosthetics Orthotics and Supplies Documentation Requirements
- A. Detailed Written Order and Documentation include
    - 1. Member's name
    - 2. Item of DME ordered (eg, written description, HCPCS Code, brand name, model number).
    - 3. Prescribing practitioner's National Provider Identifier (NPI).
    - 4. Signature of the ordering practitioner.
    - 5. Date of the order
    - 6. If order is for a supply:
      - a. frequency of use
      - b. quantity to be dispensed
    - 7. Duration of use
    - 8. Certificate of Medical Necessity (CMN), if required. If a CMN is not required, a prescription with diagnoses is included
    - 9. Information that demonstrates that the item is medically necessary.
    - 10. Any changes in the member's treatment plan or needs
    - 11. Proof of delivery (see II.D.)

**B. Refill Documentation**

1. Documentation of a request for refill must be either a written document received from the member or a contemporaneous written record of a phone conversation/contact between the supplier and the member.
2. The refill request must occur and be documented before shipment.
3. A retrospective attestation statement by the supplier or member is not sufficient.
4. The refill record must include:
  - a. Member's name or authorized representative, if different from the member
  - b. Description of each item that is being requested.
  - c. Date of the refill request
  - d. For consumable supplies, for example, those that are used up (eg, ostomy or urological supplies, surgical dressings, etc.) the supplier must assess the quantity of each item that the member still has remaining to document that the amount remaining will be nearly exhausted on or about the supply anniversary date.

**C. Verbal Orders**

1. When services are provided on the basis of a physician's verbal orders, a nurse, or other qualified practitioner responsible for furnishing or supervising the ordered services must document the orders in the patient's clinical record, and sign, date, and time the orders.
2. Verbal orders must be followed up with written orders.
3. Suppliers must maintain the written physician's order to support medical necessity in the event of a post-payment review.

**D. Proof of Delivery**

1. Proof of Delivery includes the following:
  - a. Member's name
  - b. Delivery address
  - c. Item of DME ordered (ie, written description, HCPCS Code, brand name, model number).
  - d. Quantities delivered
  - e. Date delivered
  - f. Member or designee receipt signature with date; and date of signature.
  - g. Relationship of anyone signing the delivery ticket as a designee of the patient.
  - h. Specific statement for the patient to initial documenting attestation of satisfaction with the fit of the orthotic or prosthesis device(s) and receipt of training on proper usage and care of the device(s).
  - i. Signature of the supplier and date the item was provided to the member.
2. If shipped using a third-party, shipping tracking slip or returned postage-paid delivery invoice is acceptable.
3. CareSource is able to determine from the delivery documentation that the supplier properly coded the item(s), the item(s) delivered are the same

item(s) submitted to for reimbursement, and the items are intended for and received by a specific member.

E. Custom item documentation includes:

1. Evidence that the item was uniquely constructed or substantially modified for a specific member.
2. Description and orders of a physician .
3. Evidence that item is so different from another item for the same purpose that the two items cannot be grouped together for pricing purposes.

III. Falsified Documentation

A. Providers are reminded that deliberate falsification of medical records is a felony offense and is viewed seriously when encountered. Examples of falsifying records include:

1. Creation of new records when records are requested.
2. Back-dating entries
3. Post-dated entries
4. Writing over
5. Adding to existing documentation (except where described in amendments, late entries, or corrections).

B. Corrections to the medical record legally amended prior to claims submission and/or medical review will be considered in determining the validity of services billed. If these changes appear in the record following payment determination based on medical review, only the original record will be reviewed in determining payment of services billed.

C. Appeal of claims denied based on an incomplete record may result in a reversal of the original denial if the information supplied includes pages or components that were part of the original medical record but were not submitted on the initial review.

E. Conditions of Coverage

N/A

F. Related Policies/Rules

Behavioral Health Record Documentation Standards for Practitioners

G. Review/Revision History

DATES		ACTION
<b>Date Issued</b>	12/13/2023	New Policy
<b>Date Revised</b>	03/27/2024	Updated references; Approved at Committee
<b>Date Effective</b>	07/01/2024	
<b>Date Archived</b>	08/31/2024	This Policy is no longer active and has been archived. Please note that there could be other Policies that may have some of the same rules incorporated and CareSource reserves the right to follow CMS/State/NCCI guidelines without a formal documented Policy.

The ADMINISTRATIVE Policy Statement detailed above has received due consideration as defined in the ADMINISTRATIVE Policy Statement Policy and is approved.

## H. References

1. Customized Items, 42 C.F.R. § 414.224 (2023).
2. *Documentation Guidelines for Evaluation and Management Services*. Centers for Medicare & Medicaid Services. Accessed March 8, 2024. [www.cms.gov](http://www.cms.gov)
3. Documentation matters toolkit. Centers for Medicare & Medicaid Services. Updated November 15, 2023. Accessed March 8, 2024. [www.cms.gov](http://www.cms.gov)
4. Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS): Scope and Conditions, 42 C.F.R. § 410.38 (2023).
5. *Electronic Health Records Provider*. Centers for Medicare & Medicaid Services; 2015. Accessed March 8, 2024. [www.cms.gov](http://www.cms.gov)
6. *Local Determination Article: Standard Documentation Requirement for All Claims Submitted to DME MACs*. Centers for Medicare & Medicaid Services; 2017. Article ID A55426. Updated January 1, 2023. Accessed March 8, 2024. [www.cms.gov](http://www.cms.gov)
7. *MLN Booklet: Evaluation and Management Services*. Centers for Medicare & Medicaid Services; 2023. MLN 006764. Accessed March 8, 2024. [www.cms.gov](http://www.cms.gov)
8. *MLN Fact Sheet: Complying with Medicare Signature Requirements*. Centers for Medicare & Medicaid Services; 2022. MLN 905364. Accessed March 8, 2024. [www.cms.gov](http://www.cms.gov)
9. *Pub 10-08 Medicare Program Integrity*. Centers for Medicare & Medicaid Services; 2012. Transmittal 442. Accessed March 8, 2024. [www.cms.gov](http://www.cms.gov)