

UnitedHealthcare Commercial Medical Record Review-ACA-Covered Commercial Plans for 2017 Dates of Service

October 11, 2017

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. This means that they may be requesting medical records from you to comply with this requirement from **Dec. 4, 2017 through March 16, 2018.**

What This Means to You

If you're selected for a medical record review, UnitedHealthcare will ask you to provide information for 2017 dates of service for a certain number of your patients. To reduce the potential for administrative burden on your office, UHC uses the records received through this request for other appropriate health care operation, for example, monitoring compliance with HEDIS[®] measures.

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

What You Will Need to Do

All requested medical records and documentation will need to be completed March 16, 2018 to meet the HHS deadline for these record requests. This is unlike Medicare record requests you may have had in the past, as they need to adhere to a tighter window with one retrieval wave for their UnitedHealthcare Commercial members.

Medical Record Documentation Required:

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
- 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