**Medical Record Documentation Standards**

Medical records contain valuable information about the patient’s health status and facilitate communication, continuity and coordination of care, and promotes efficiency and effectiveness of treatment. Medical record documentation audits are conducted based on state requirements. If you have any questions, call Customer Service at (800) 362-3310 or TTY 711.

All practitioners must establish a process and meet the following criteria for medical record documentation:

1. All pages of the medical record must contain the patient’s name and / or ID number.
2. Medical record contains documentation of all services provided by primary practitioner.
3. All entries must be dated and include an author identifier (handwritten signature, an initialed stamped signature, or a unique electronic identifier).
4. Patient Demographic information must include: Name, date of birth, address, gender and telephone number.
5. Medical history including immunizations, preventive screenings, and illnesses.
6. Known past surgical procedures.
7. A problem list includes medical and/or behavioral health conditions.
8. All medication allergies and adverse reactions must be prominently documented in the medical record. If there are no known allergies (NKA), this must be noted as well.
9. Each episode of care should include: a.)reason for encounter, b.)evidence of assessment of enrollee’s health problems, c.)current diagnosis of enrollee along with results of any diagnostic tests, d.)plan of treatment, including any therapies and health education.
10. Document all outcomes of ancillary reports; such as lab tests, x-rays, etc., and have been reviewed by provider who ordered them. Document follow-up actions taken regarding report results deemed significant by ordering provider.
11. The following documentation must be in a prominent part of the medical record of a member > age 65 ‒ (\*CMS Requirement)
    * Documentation of advance directives
    * Documentation of whether or not a member has executed an advance directive