



Presbyterian Health Plan
P.O. Box 27489
Albuquerque, NM 87125-7489
www.phs.org

[Date]

[Provider name]
[Mailing Address]
[City, State, ZIP Code]

Subject: Medical Records Standards and Requirements

Member: <<Name>>
Member ID: <<SSN>>
DOB: <<DOB>>
Date(s) of Service: <<DOS>>

Dear Dr. [NAME]:

Thank you for your continued partnership with Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (Presbyterian). We value the care you give to your Presbyterian patients.

As part of our regulatory requirements, we must ensure that our members’ medical records are complete and consistent with standard documentation practices. Presbyterian reports information to several agencies, including the National Committee for Quality Assurance (NCQA) and the State of New Mexico Human Services Department (HSD). HSD requires that specific information be documented in every member’s chart, including History and Advance Directive information (New Mexico Administrative Code 8.305.8.17).

All practitioners are held to the minimum standards as identified by PHP/PIC standards, state and federal regulatory agencies, national accrediting organizations, and binding contractual agreements. A passing score for a Medical Record Review is 85%.

A recent audit of Pediatrician and Primary Care Practitioner charts indicates opportunities for documentation improvement in the following areas:

History Documentation

- History of smoking, alcohol use, and substance abuse for any member over age 12.
- Past medical history should be present as follows:
 - For members under age of 21; *on the first visit.*
 - For members age 21 or older; *when the member has had three or more visits.*
- Medication history must include:
 - Medications that have been effective.
 - Medications that have not been effective, and why.

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Presbyterian serves to improve the health of individuals, families, and communities.

- Legible, consistent documentation of refills, including long-term prescriptions such as asthma inhalers and antibiotics.
- Follow-up on new prescriptions.

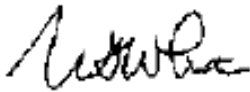
Advance Directive Documentation

All adult member charts should include Advance Directive documentation. An adult is any member age 18 or older. Documentation should be signed and dated by both the adult member and the practitioner. Documentation must include:

- The information offered to the member (e.g., durable Power of Attorney, Living Will).
- Whether the member executed an Advance Directive.
- Advance Directive forms are available at <http://www.phs.org/PHS/patients/info/advdirectiveform/index.htm>.

We appreciate your continued commitment to complying with these standards and the actions you have taken to improve medical record keeping for our members. If you have any questions about medical record documentation standards, please contact Jené Breitburg-Moya, AAS, RHIT at (505) 923-5729 or by e-mail at jbreitbu@phs.org. Jené is available Monday through Friday from 8:00 a.m. to 5:00 p.m.

Respectfully,



Norman White, MD
Medical Director
Presbyterian Health Plan
nwhite@phs.org

Enclosure: Medical Record Standards