

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:****COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:** **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

**Specialists**

- Directs
- IPA

 **Hospitals****Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL PROVIDER SERVICES:**  
(855) 322-4075, Extension:

**Los Angeles/Orange Counties**

X111113 X123071  
X127657

**Riverside/San Bernardino Counties**

X127684 X120618

**Sacramento County**

X121360

**San Diego County**

X121805 X121401  
X127709 X121413  
X123006 X121599

**Imperial County**

X125682 X125666

## Medical Record Request from Health Management Systems (HMS)

This is an advisory notification to Molina Healthcare of California (MHC) network providers.

MHC has partnered with HMS to conduct reviews of healthcare claims to ensure compliance and accuracy. The purpose of this communication is to give you advance notice regarding potential requests for medical records from HMS.

You may already have received this type of request, however beginning November 2019, you could receive new or different letters from HMS requesting medical records for the audit type described below.

**Each letter will outline:**

- Medical record information needed
- Timeframe to submit
- Options available to submit the documentation
- Contact information for any questions

Once the documentation is received and the review is completed, you will receive a determination letter. If an overpayment is identified, the letter will outline next steps; including information regarding your appeal rights.

Our HMS Provider Relations team is available at (866) 875-1749 for you during any step of the process. Monday - Friday 9:00 AM to 7:00 PM EST and they will be glad to assist you.

**Audit Type: Place of Service Review**

This audit type includes review of targeted claims and medical record documentation to verify that billing of an inpatient place of service is consistent with CMS policy, regulations, client payment policy and other industry standards. HMS does not make a medical necessity determination of services provided but verifies that the place of service billed was consistent with the patient's condition and the care/services actually provided, as documented in the complete medical record.

**QUESTIONS**

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075. Please refer to the extensions to the left.