

Medical Documentation Standards

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) establishes standards for the organization and documentation of medical records by Primary Care Practitioners (PCP), Obstetricians and Gynecologists (OB/GYN), Pediatricians and other specialists as necessary. These standards are assessed during annual medical record reviews where Molina Healthcare ensures that Member medical records are maintained in a current, detailed and organized manner to allow for effective and confidential patient care by all practitioners. Well-documented and accurate medical records facilitate communication, coordination, and continuity of care while promoting the efficiency and effectiveness of treatment.

Molina Healthcare's Medical Record Review process is based upon regulatory requirements, Centennial Care Primary Care responsibilities and uses current Clinical Practice Guidelines to develop audit tools:

- a) NMAC 8.308.21.16 includes:
 - i) The member's medical records shall be legible, timely, current, detailed and organized to permit effective and confidential patient care and quality reviews.
 - ii) Shall cooperate with the EQRO in its review of medical records to ensure compliance with its medical record policy and standards
 - iii) The MCO shall provide HSD access to medical and behavioral health records
 - iv) Include provisions in contracts with providers for MCO and HSD or its designee, access to member medical records for the purposes of compliance or quality review
 - v) Ensure that the assigned primary care provider, the PCMH or the patient centered health home maintain a primary medical record and as appropriate, behavioral health record for each member; this record must contain sufficient information from each provider involved in the member's care to ensure continuity of care;
 - vi) Ensure all providers involved in the member's care have access to the primary medical record
 - vii) Have policies and processes that ensure the confidential transfer of medical and behavioral health information between its providers, its agencies or other health plans
- b) Centennial Care Requirements for MCO oversight of primary care responsibilities including:
 - i) Ensuring that the following primary care responsibilities are met by the PCP, or in another manner:
 - ii) Ensuring coordination and continuity of care with providers, including all Behavioral Health and Long-Term Care providers
 - iii) Ensuring that the Member receives appropriate prevention services for the Member's age group

Molina Healthcare's annual medical record reviews are scored in the following categories:

- Intake Documentation;
- Medications and Allergies;
- History and Physical;
- Preventative Health; and
- Treatment Planning.

During previous annual medical record reviews, the following overall areas of strength were noted across provider documentation:

- The medical record are current, legible, detailed, organized and patient encounters are signed and dated.
- Complete list of allergies and medications, including current medications and directions for use.
- History and Physical contains past medical history, current complaints including psychological/social conditions, and current problem list.
- Documentation reflected follow-up treatment for identified symptoms/problems if necessary.
- Status of preventative health services were up to date within six months of enrollment.

Opportunities for Improvement identified in previous medical record reviews include:

- Personal biographical data & consent forms, including HIPAA Statement of Notification of Privacy Practices in every chart.
- Documentation of medication history, including the effectiveness of previous medications.
- Advanced Directives were present in medical records for patients aged 18 years and older.
- Substance Abuse Screening for alcohol, tobacco, and other substances present in medical records for patients age 12 years and older.
- High Risk Behavioral Health Screen present in medical records on first visit for patient's age 21 years and older.

For a copy of the medical record review audit tools or to learn more about the annual medical record reviews, please contact Molina Healthcare's Quality Improvement department at the following numbers: In Albuquerque (505) 341-7493 or toll free (888) 825-9266.

Thank you for the quality care that you provide to our valued Members.

Quality Improvement Department
Molina Healthcare of New Mexico, Inc.