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LME-MCO Communication Bulletin #J170

Date: December 1, 2015

To: LME-MCOs

From: Kathy Nichols, Behavioral Health Manager, Behavioral Health Section, DMA and Mabel McGlothlen, I/DD, TBI, and System Performance Section Chief, DMH/DD/SAS

Subject: Annual Reminder re: Record Retention

As a result of an earlier Payment Error Rate Measurement (PERM) Audit finding, this bulletin serves as an annual reminder to the LME-MCOs to ensure that providers maintain medical records per the following excerpt of DMA contract *Section 8.2 Clinical Records: Network Provider Medical Records*:

PIHP shall also require Providers to submit a plan for maintenance and storage of all records for approval by the PIHP or transfer copies of Medical records of Enrollees served pursuant to this Contract to PIHP in the event that the Provider closes network operations whether the closure is due to retirement, bankruptcy, relocation to another state or any other reason. The PIHP has the sole discretion to approve or disapprove such plan. PIHP shall not be held liable for any Provider records not stored, maintained or transferred pursuant to this provision so long as it has attempted, in good faith, to obtain a written plan for maintenance and storage or a copy of such records from the Provider.

If the Provider's contract is terminated or if the Provider closes network operations (but continues to have operations elsewhere in the State), the Provider may either provide copies of Medical records of Enrollees to PIHP or submit a plan for maintenance and storage of all records for approval by the PIHP. The PIHP has the sole discretion to approve or disapprove such plan.

If you have questions, please contact Kathy Nichols at Katherine.a.nichols@dhhs.nc.gov or by phone at 919-855-4290.

Previous bulletins can be accessed at: <http://jtcommunicationbulletins.ncdhhs.gov/>

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