

M-205 Record Requirements

Revised Effective January 1, 2016

Revised Effective January 1, 2021

The department regards the maintenance of adequate records essential for the delivery of quality medical care. In addition, providers should be aware that medical records are key documents for post-payment audits. Refer to Chapter 100 for record requirements applicable to all providers.

In the absence of proper and complete medical records, no payment will be made and payments previously made will be recouped. Falsification of records may also be cause for a referral to the Office of Inspector General and/or the appropriate law enforcement agency for further action.

For medical equipment and supplies, the basic record must include:

- Current practitioner's order
- An explanation of the medical necessity for the item or service dispensed, if this is not included in the practitioner's order, **or** a clinical diagnosis, if not included in the practitioner's order
- Patient's name, recipient identification number (RIN) and address
- A record of items and quantities dispensed and the date(s) dispensed, and
- Prior approval notification or authorization, if applicable

Refer to Topic M-203.1 for further explanation of what constitutes an acceptable practitioner's order.

Providers who dispense equipment or supplies, such as incontinence supplies, on a monthly basis must confirm orders each month prior to dispensing. The confirmation should document the number of items needed as well as the name of the specific items needed for the subsequent month. Confirmation via a live caller (i.e., patient, family member, or caregiver) is not required. If the provider chooses to use an electronic verification system, it must allow the provider to document in the file the name of the person who confirmed the order, as well as the provider's employee who confirmed the order and the date of the confirmation. Orders not confirmed should not be dispensed. Confirmations must be made no more than 14 calendar days prior to the scheduled shipment day of the equipment or supply items.

Suppliers are required to maintain proof of delivery documentation in their files. Proof of delivery is required in order to verify the participant received the items.

Delivery direct to the participant by the provider must include:

- Participant name
- Delivery address
- Quantity delivered