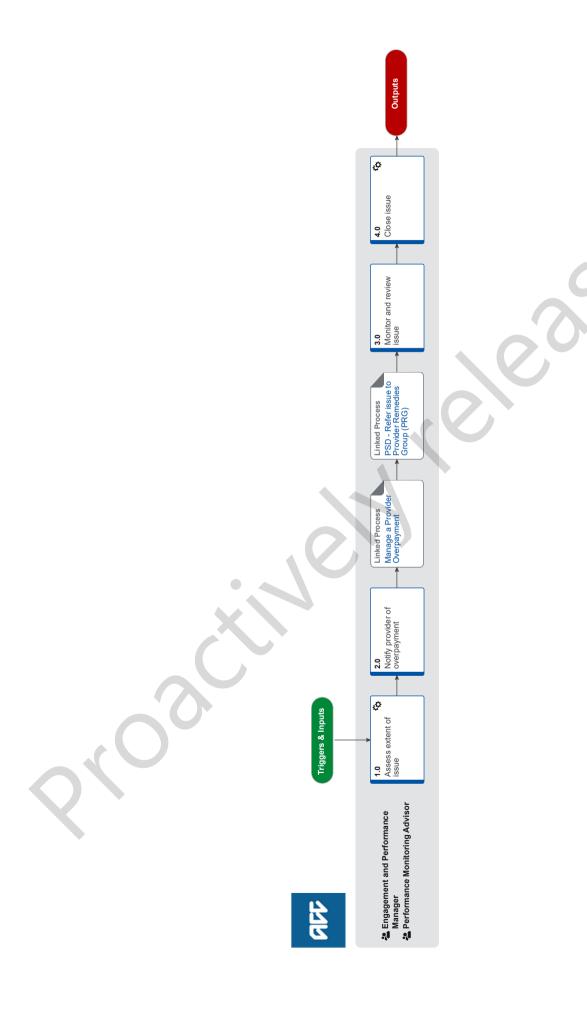
## P & I - Manage missing clinical records v13.0





## P & I - Manage missing clinical records v13.0



Su	ımmary	
	<b>jective</b> s proces:	s is used to manage missing clinical records.
	ckgroun nis proces	ss is not suitable for the situation you are managing please discuss how to mange the issue with your manager.
	ner pert	[Name Withheld]
Pr	ocedur	re
1.0		es extent of issue
	a Cons	ement and Performance Manager, Performance Monitoring Advisor sider the complexity and size of the issue by asking for another selection of records from different days or asking the protorun a GenSolve report. Consider maximum of 5 years
	NOT	E If other issues are identified If other issues are identified consider discussing this with your manager, referring to integrity services, clinical services or manage through the relevant process.
	<b>b</b> Chec	ck the selection of records against MFP invoicing data to identify which clinical records are missing.
	NOT	E How to copy the MFP data to Excel  MFP data can be copied and pasted into Excel by clicking into cell row 1 of MFP and using "Ctrl+Shift" and "A+C" at the same time, then "paste" into Excel.
	c Refe	r all instances of missing clinical records to Provider Risk of Harm group (PRoH)
	<b>d</b> If not	t already completed, create a provider Issue or case in Salesforce.
2.0	Engage	provider of overpayment ement and Performance Manager, Performance Monitoring Advisor uss results of the PRoH review with the provider
		PSD07 Missing clinical records
	PROCES	Manage a Provider Overpayment Engagement and Performance Manager, Performance Monitoring Advisor
	PROCES	PSD - Refer issue to Provider Remedies Group (PRG) Engagement and Performance Manager, Performance Monitoring Advisor
3.0	Engage	or and review issue ement and Performance Manager, Performance Monitoring Advisor
		3 months, review a further sample of clinical records.
	NOT	E Has the issue been resolved?  If the issue is resolved, end process.  If the issue is unresolved, consider the Restrict invoice process  PROCESS P&I - Restrict Invoice
4.0	Close Engage	issue ement and Performance Manager, Performance Monitoring Advisor
		ate Salesforce to close the issue, record the actions taken, and upload any documentation or communication with the pro-