





Summary

Objective

This process is used to manage missing clinical records.

Background

If this process is not suitable for the situation you are managing please discuss how to manage the issue with your manager.

Owner



Expert

Procedure

1.0 Assess extent of issue

Engagement and Performance Manager, Performance Monitoring Advisor

- a Consider the complexity and size of the issue by asking for another selection of records from different days or asking the provider to run a GenSolve report . Consider maximum of 5 years

NOTE 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 Check the selection of records against MFP invoicing data to identify which clinical records are missing.

NOTE 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 Refer all instances of missing clinical records to Provider Risk of Harm group (PRoH)
- d If not already completed, create a provider Issue or case in Salesforce.

2.0 Notify provider of overpayment

Engagement and Performance Manager, Performance Monitoring Advisor

- a Discuss results of the PRoH review with the provider

PSD07 Missing clinical records

PROCESS

Manage a Provider Overpayment

Engagement and Performance Manager, Performance Monitoring Advisor

PROCESS

PSD - Refer issue to Provider Remedies Group (PRG)

Engagement and Performance Manager, Performance Monitoring Advisor

3.0 Monitor and review issue

Engagement and Performance Manager, Performance Monitoring Advisor

- a After 3 months, review a further sample of clinical records.

NOTE 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 issue

Engagement and Performance Manager, Performance Monitoring Advisor

- a Update Salesforce to close the issue, record the actions taken, and upload any documentation or communication with the provider.