



MEDICAL MUTUAL®

# MUTUAL NEWS

Volume 8, Issue 1  
February 2015

## BULLETIN

## Review of Patient Charts Ensures Proper Patient Care, Helps with ACA Requirements

Medical Mutual previously informed you of our partnership with Altegra Health Operating Company. Altegra Health will provide a number of services that will enhance our members' benefits and help implement our risk adjustment process (see the September 2014 Mutual News Bulletin article [Medical Mutual Partners with Altegra Health for Risk Adjustment and Member Engagement Support](#) for more information).

Beginning in February 2015, Altegra Health will engage providers to retrieve and review medical records for selected members on behalf of Medical Mutual. Medical Mutual and Altegra Health will continue the chart retrieval program throughout the year and every year it is required by the Affordable Care Act (ACA).

Your cooperation will allow Medical Mutual to meet the Centers for Medicare & Medicaid Services (CMS) requirements and standards, and support compliance with the data submission requirements of the ACA. We are required to collect and report complete and accurate diagnosis code data for our members who have purchased a plan on or off the Ohio Health Insurance Marketplace. The requested medical information will also ensure our records properly reflect the clinical conditions of our members.

Please make sure our members' health conditions, especially chronic diseases, are completely and accurately documented.

Medical Mutual uses the ICD-9 CM codes submitted on all healthcare claims for disease management and to monitor trends to improve the health of our members. We encourage

the following ICD-9 CM coding practices that will assist us in accurately reflecting the health status of every patient.

1. Code the primary diagnosis, condition or other reason for the visit in the first diagnosis position of the claim, or point to the primary diagnosis by using the correct indicator or pointer.
2. Include any secondary diagnosis codes that are actively being managed.
3. When appropriate, use the four- or five-position ICD-9 codes that assign the highest level of specificity.

By participating in quality documentation practices and supporting our medical chart requests, you can help us work together to ensure our members receive the care they need.

Letters will be sent directly to providers that will be engaged in the chart review program.

### List of Compound Drug Ingredients Not Covered by Medical Mutual to Expand

Effective February 2, 2015, the list of compound drug ingredients not covered by Medical Mutual will expand, requiring members to pay full price for drugs with excluded ingredients. Look for more information in the upcoming first quarter 2015 Mutual News or visit [Provider.MedMutual.com](http://Provider.MedMutual.com) and select [In the Spotlight](#).



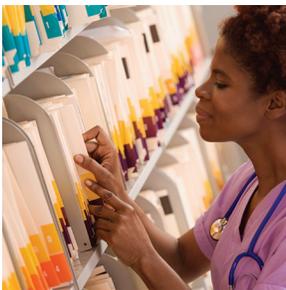
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