

## Prepare for Upcoming Audits and Medical Record Requests

Your practice may have received a letter on our behalf from Altegra Health Operating Co. regarding an upcoming audit. Altegra Health is a leading provider of business, technology and consulting solutions that improve healthcare organization performance. Medical Mutual has contracted with Altegra Health to help Medical Mutual meet Affordable Care Act (ACA) requirements by providing:

- Chart audit and coding assistance
- Risk adjustment support
- Member engagement services

Altegra Health also performs medical record reviews to identify additional conditions not captured through claims or encounter data and to verify the accuracy of coding.

Medical Mutual has also contracted with a third-party vendor to facilitate medical record review to collect Health Effectiveness Data and Information Set (HEDIS®) information. Because Medical Mutual is accredited by the National Committee for Quality Assurance (NCQA), Medical Mutual is required to obtain this data to be in compliance with the Centers for Medicare & Medicaid Services (CMS), as well as state and federal regulatory and accreditation obligations. Beginning February 2016, your office may be contacted to either arrange a convenient medical record collection time in your office or advise if the records can be mailed or faxed.

Here are a couple of helpful tips:

- Review your contracts and the Provider Manual for information regarding audit requirements.
- To limit your risk of fraud:
  - Verify credentials of anyone claiming to be an auditor.
  - Ask for documentation of the specific information the auditor wants to collect.
  - Give auditors access only to medical records for the health plan that has authorized the audit.
- The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule provisions allow for the release of member information for audits without a member's authorization or consent for the health plan's payment and healthcare operations activities. This includes, but is not limited to, providing data for quality assessment and improvement activities, disease management, HEDIS surveys and risk adjustment purposes.

We appreciate your assistance and thank you for partnering with us to improve the health of individuals, families and our communities. If you have any questions, please [contact your local Provider Contracting representative](#).