

Policy and Procedure			
Policy Name:	Confidentiality - Chart Maintenance	Policy ID:	QM.030.01
Approved By:	Dental Director (signature on file)	Effective Date:	08/17/2012
States:	All States	Revision Date:	01/01/2013
Application:	Government programs, VA MCHIP and Commercial DHMO		

This policy applies for operations under Premier Access Insurance Company and Access Dental Plan. For the purposes of this Policy, Premier Access Insurance Company and Access Dental Plan shall be collectively referred to as "Premier Access".

Purpose

To provide a process to ensure confidentiality and staff compliance with State and Federal regulations regarding the use, filing, storage and maintenance of member's clinical records at Premier Access headquarters.

Policy

Copies of all clinical records obtained by Premier Access staff from provider offices will only be accessible to authorized persons who are assigned the responsibility of reviewing dental information to determine appropriate utilization of services and evaluate care delivery for quality and other similar purposes. When not in use, records will be stored in locked files and maintained for a minimum of seven years, as required by the State.

Procedure

1. Premier Access staff, authorized to review dental records, shall not use this confidential information for any purposes other than for reviewing utilization of services or evaluating quality of care.
2. When hardcopy records are not in current use (such as after-hours) they shall be stored in locked drawers or filing cabinets, inaccessible to unauthorized personnel.
3. On-line information shall be protected by password and a lock-out system to unauthorized persons.
4. Unnecessary or duplicate hardcopy dental chart information, and documents with sensitive or personal information which are no longer needed, shall be immediately shredded and properly disposed.
5. Permanent clinical chart records shall be stored and maintained as required by law, in locked secure areas, accessible only to those staff members requiring information for authorization determinations, quality assessments, claims review, regulatory audits or risk management/legal investigations.

References

This policy was previously tracked as *Quality Management Program Policy and Procedure QM-12 – Chart Maintenance*.

Revision History

Date:	Description
08/17/2012	Conversion to revised policy and procedure format and naming convention.
01/01/2013	Annual review, update policy name.