

Policy and Procedure			
Policy Name:	Chart Requests	Policy ID:	QM.031.01
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 standardized method for requesting and receiving copies of member's dental chart records when focused review is needed for utilization/authorization decisions or for quality monitoring and improvement purposes.

Policy

Premier Access staff who are authorized to request copies of member's clinical records shall understand there is a responsibility to comply with all regulations and laws concerning confidentiality.

Procedure

1. Premier Access staff who perform utilization management and quality management duties, shall have the authority to request copies of reports and dental records if needed for specific internal review purposes.
2. Providers contracted with Premier Access shall agree to cooperate in all UM and QM activities upon joining the network. Providers shall provide copies of requested records within an appropriate time frame, which is dependent upon the urgency of the request. If a provider fails to meet this agreement, Provider Relations Coordinator and/or Dental Director shall be notified.
3. A standardized, signed form letter shall be used by all staff requesting copies of clinical records, whether the request is made by FAX or through the mail. This process provides a standardized method of documentation, which serves as a record of proof of the transaction and confirms legitimacy of the request for the provider.
4. Records requested for purposes other than for UM and QM review activities shall require the written permission of the member.
5. **California Medi-Cal GMC and LAPHP Programs:** Unless a different period is otherwise required by law, dental records and/or charts will be maintained as necessary to verify information and reports required by statute, regulation or contractual obligation for five years from the date of submission of the information or reports. Such records include, but are not limited to, working papers used in the preparation of reports financial documents, medical or dental records, and prescription files.

References

This policy was previously tracked as *Quality Management Program Policy and Procedure QM-13 – Chart Requests.*

Revision History

Date:	Description
08/17/2012	Conversion to revised policy and procedure format and naming convention.
01/01/2013	Annual review and program-specific updates.