



P.O. Box 10086  
San Rafael, California 94912-9874

July 9, 2020

RE: Chart Audits

Dear Practitioner or Administrator:

MHN is committed to improving the quality of care provided to our members. The Centers for Medicare & Medicaid Services (CMS) requires us to submit complete diagnostic data about our members. MHN requests your assistance to facilitate a medical record review for a certain number of patients enrolled in our plans.

### **Datafield or Ciox to assist providers with this request**

Datafield or Ciox, on MHN's behalf, will contact you to schedule and conduct the medical chart review. A staff member of Datafield or Ciox will provide retrieval options for the requested members' medical records.

To limit the burden on your office from other requests for members' medical records, we may use the records received for other reasons, such as compiling data for:

- Healthcare Effectiveness Data and Information Set (HEDIS®) measures.
- Assisting in CMS risk adjustment data audits.

### **Required medical record documentation**

These documents should include the member's name, date of visit and the provider's signature with credentials. (CMS requires signatures and credentials to validate each medical record). While psychotherapy notes are NOT to be requested or provided other documents may be submitted:

- Consult/specialist notes or letters
- Demographics sheet (include documentation for name changes, date of birth discrepancies)
- Discharge summary (not required for physician orders)
- Emergency department records
- History and physical
- Procedure notes/reports

Note: If there are no medical records available, note certificate of no records (CNR) by the chart ID along with comments to explain why the chart is not available.



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**If you have other questions or concerns about this review, contact Janelle Foster at [JANELLE.X.FOSTER@HEALTHNET.COM](mailto:JANELLE.X.FOSTER@HEALTHNET.COM).**

Thank you in advance for your help with this medical record review.

If you have further questions, please contact a Provider Relations Representative at [mhn.providerservices@healthnet.com](mailto:mhn.providerservices@healthnet.com) or Toll Free at (844) 966-0298.

Sincerely,  
MHN Provider Relations