Acceptable
Medical Record Documentation

Face-to-face encounter

- Physician office visit (i.e., progress notes, history, and physical examinations)
- Hospital inpatient stay (i.e., discharge summaries, operative reports, and labs [HEDIS only])
- Hospital ambulatory encounter (i.e., radiation therapy, physician office, sleep studies, and emergency department — MEDICAID AND MEDICARE ONLY)

Medical record requirements

- Patient’s name must be on each page of the record.
- Each entry in record must be dated and signed with credentials of provider.
- Entries must be legible and complete.
- Avoid the use of abbreviations.
- Documentation must show evaluation, management, and treatment of the condition(s).
- Documentation must support the code selected.

Unacceptable types/sources of documentation — MEDICARE Only

- Superbill
- Physician-signed attestation statement
- A list of patient conditions (Problem list)
- Radiology report
- Skilled nursing facility (SNF)
- Free-standing ambulatory surgical centers (ASC)
- Alternative data sources (e.g., pharmacy)
- Unacceptable physician extenders (e.g., nutritionist)
- Durable medical equipment (DME)
- Any documentation for dates of service outside the data collection period

Medical Record Documentation Resources

※ ICD-9 Coding Clinic Guidelines
※ American Health Information Management Association or www.ahima.org
※ American Medical Association or www.ama-assn.org
※ Bates Guide to the Physical Examination and History Taking 7th Edition, Chapter 21 (The Patient’s Record)
※ Fundamentals of Clinical Practice, Mengel, Holleman, and Fields (Eds.), Kluwer Academic/Plenum Publishers, Chapter 12 (Record Keeping and Presentation)

Contact Information

Provider Services: 1-866-918-1595

Reimbursement (UPMC for You/UPMC for Life):
412-454-7862 or 412-454-4905

Reimbursement fax form to (UPMC for Life):
412-454-2094

Reimbursement fax form to (UPMC for You):
412-454-2925

E-mail (UPMC for You/UPMC for Life):
RiskAdjustment@upmc.edu

HEDIS: 412-454-7655 or 412-454-7962

HEDIS fax form to: 412-454-6240

E-mail (HEDIS):
shapirojb@upmc.edu
brunomn@upmc.edu

Please note: Not all practices will receive UPMC for You and UPMC for Life forms or require HEDIS reviews.
# UPMC Health Plan Initiatives (Updated August 2009)

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<tr>
<th>Category</th>
<th>UPMC for You* (Medicaid)</th>
<th>UPMC for Life* (Medicare)</th>
<th>HEDIS* (NCQA)</th>
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<tr>
<td>Targeted Population</td>
<td>Medicaid</td>
<td>Medicare</td>
<td>Commercial, Medicaid, Medicare, SNP, CHIP</td>
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<tr>
<td>Data Source</td>
<td>Hospital — Inpatient and Outpatient</td>
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<td>Physician Offices</td>
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<td>Coding</td>
<td>ICD-9-CM</td>
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<td>ICD-9-CM and CPT</td>
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<tr>
<td>Requirements</td>
<td>Diagnoses must be submitted via claims during a defined service period.</td>
<td>Medical record documentation is required to substantiate the diagnoses. The record must show evaluation and management of the condition.</td>
<td>Medical record documentation is required to substantiate the care given.</td>
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<tr>
<td>Data Collection Period</td>
<td>June 1, 2009, through November 30, 2009</td>
<td>Calendar Year 2009</td>
<td>March 1 - May 31, 2009</td>
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<tr>
<td>Reimbursement</td>
<td>$50 — Completion of form and submission of diagnosis(es) on claim(s) with service dates June 1, 2009, through November 30, 2009. Bonus payments for high compliance rate.</td>
<td>$50 — Completion of form and accompanying medical records to substantiate diagnoses.</td>
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<td>Payments</td>
<td>Form: EOP — codes 99420 and V70.9</td>
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