



Connecticut Medical Assistance Program
Policy Transmittal 2017-34

Roderick L. Bremby, Commissioner

Provider Bulletin 2018-11
February 2018

Effective Date: March 1, 2018
Contact: Colleen Johnson @ 860-424-5195

TO: All Providers (Excluding Waiver Programs)

RE: Timely Completion of Medical Records in the Office and Outpatient Settings

Effective for dates of service March 1, 2018 and forward, the Department of Social Services (DSS) is implementing a thirty (30) day maximum time limit for the timely completion of medical records, which include medical, behavioral health and dental records in the office and outpatient settings (including, but not limited to, Federally Qualified Health Centers and all clinic settings).

The guidance in this policy transmittal also includes services rendered and documented under the Primary Care Exception (PCE). Please see provider bulletin 2016-82 “Revised: Documentation and billing Guidelines for Services Performed by Residents.”

All HUSKY Health member medical records must be completed (including authentication by the provider) in as timely a manner as possible, but at the very latest, **no later than 30 days** after the date of service. The medical record must be completed sooner if required by any other policy, statute, regulation, or requirement. Authentication of the medical record includes a hand written or electronic signature and date by the performing clinician operating within that individual’s applicable scope of practice (which includes electronic entries in an electronic health records system).

Please note: If any other policy, statute, regulation, or requirement is more stringent than the guidance provided in this bulletin,

that rule remains in effect and supersedes this bulletin.

A claim should not be submitted for reimbursement until the documentation in the medical record is completed. Failure to complete the medical record within thirty (30) days of the date of service may result in financial adjustments based upon post payment review of claims.

For details regarding the completion of medical records in the inpatient and outpatient hospital setting, see Provider Bulletin 2014-23 “Timely Completion of Medical Records in the Hospital Setting”.

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Responsible Unit: DSS, Division of Health Services, Medical Policy and Regulations, Colleen Johnson, Medical Policy at (860) 424-5195.

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