



Provider Newsflash



A fax bulletin for the Molina Healthcare of Washington Provider Network

Risk Adjustment Medical Record Review (Marketplace)

Molina Healthcare has initiated a program to better serve our Marketplace members – your patients – with a process that more accurately reports their health status and clinical risk profile. The clinical profile of a Marketplace member is based on the diagnoses documented and reported by healthcare providers. Reviewing medical chart documentation enables us to identify conditions that have been recorded in the member’s medical record but may not have been reported on their claims. To assist us in the effort, Molina Healthcare associates will collect and review medical records to increase the accuracy of our Marketplace members’ health status documentation, report the information to CMS, and better assess the health needs of our members.

Please be assured that this is not an audit. The outlined process will allow us to identify and document all appropriate diagnosis codes associated with your patients who are all beneficiaries of Molina Healthcare. Additional diagnosis information will not be used to penalize or audit you in any manner. When you receive a call from Molina Healthcare, the associate will share further details about this initiative. We aim to minimize the disruption to your practice during this process.

We entered a Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement with coding vendors to review and abstract diagnosis codes from the medical records. Accordingly, the release of this information to Molina Healthcare is permissible under HIPAA. The coding vendors maintain security of data as required under HIPAA and its Business Associate Agreement (BAA) with Molina Healthcare.

What to expect:

- A Molina associate will call your office to validate your office phone, fax information, and preferred method of medical record collection. To collect the records, Molina will accommodate an onsite visit, access your Electronic Medical Record system remotely, or share the record list via fax or email to allow your staff to pull and send the records back to us via fax, mail, secure email, or SFTP.
- If you prefer an onsite visit, the Molina associate will schedule that appointment during the call. A Medical Record Collector will come to your office to scan the charts. The Collector will come with his/her own portable scanning equipment.
- Please designate a well-lit area where the Collector can scan the medical records.
- If the volume of records requested is unmanageable, we will work with your staff to find the best option for chart retrieval (ex. Schedule multiple retrieval appointments).
-

We appreciate your participation. If you have any questions about this request, please call your Molina Healthcare HEDIS project manager (below).

State	Project Manager	Phone Number	Email
WA	Aunika Martinez	(425) 209-0762	Aunika.Martinez@molinahealthcare.com

Thank you for your cooperation and for your efforts to provide excellent care to your patients.