
CHAPTER 47: GREATER NEW ORLEANS COMMUNITY HEALTH CONNECTION

SECTION 47.6: RECORD KEEPING**PAGE(S) 2**

RECORD KEEPING

The provider must maintain all clinical and fiscal records in accordance with written policies and procedures. The records must readily distinguish one type of service from another that is provided.

A designated member of the professional staff must be responsible for maintaining the records to ensure that they are complete, accurately documented, readily accessible, and systematically organized.

For each recipient receiving health care services, the provider must maintain a record that includes the following as applicable:

- Identification and social data, consent forms, pertinent medical history, assessment of the health status and health care needs of the recipient, and a brief summary of the episode, disposition, and instructions to the recipient.
- Reports of physical examinations, diagnostic and laboratory test results, consultative findings, physician's orders, reports of treatments and medications, and other pertinent information necessary to monitor the recipient's progress, as well as, the physician or health care professional's signature.
- Data supporting the use of modifiers TF or TG on behavioral health care encounter claims.
 - TF must be supported by diagnosis codes and/or other documentation that the enrollee meets the American Society of Addiction Medicine criteria for substance abuse and/or has a major mental health disorder as defined by Medicaid but does not meet the federal definition of serious mental illness.
 - TG must be supported by diagnosis codes and/or other documentation that the enrollee meets the federal definition of serious mental illness, including a co-occurring addictive disorder.

Record Maintenance and Availability

The provider is responsible for the following:

- Maintaining adequate financial and statistical records in the form that contains the data required by the Bureau of Health Services Financing (BHSF) and fiscal

CHAPTER 47: GREATER NEW ORLEANS COMMUNITY HEALTH CONNECTION

SECTION 47.6: RECORD KEEPING**PAGE(S) 2**

intermediary that supports the payment and distinguishes the type of service provided to the recipient.

- Making the records available for verification and audit by BHSF or its contracted auditing agent.

Protection of Record Information

The provider must maintain the confidentiality of records, provide safeguards against loss, destruction or unauthorized use, govern removal of records from the center and the conditions for release of information. The recipient's written consent must be obtained before the release of information not authorized by law.

Adequacy of Records

Reimbursement may be suspended if the provider does not maintain records that provide an adequate basis to support payments. The suspension will continue until the provider demonstrates to the satisfaction of the BHSF it does, and will continue to, maintain adequate records.

Retention of Records

Records must be retained until December 31, 2018.