
CHAPTER 22: FEDERALLY QUALIFIED HEALTH CENTERS

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RECORD KEEPING

The Federally Qualified Health Center (FQHC) 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 beneficiary receiving health care services, the center must maintain a record that includes the following as applicable:

1. Identification and social data, consent forms, pertinent medical history, assessment of the health status and health care needs of the beneficiary, and a brief summary of the episode, disposition, and instructions to the beneficiary; and
2. 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 beneficiary's progress, as well, as the physician's or health care professional's signature.

Record Maintenance and Availability

The FQHC is responsible for:

1. Maintaining adequate financial and statistical records in the form that contains the data required by the Bureau of Health Services Financing (BHSF) and fiscal intermediary that supports the payment and distinguishes the type of service provided to the beneficiary;
2. Making the records available for verification and audit by BHSF or its contracted auditing agent; and
3. Maintaining financial data on an accrual basis, unless it is part of a governmental institution that uses a cash basis of accounting. In the latter case, depreciation on capital assets in accordance with the Health Insurance Manual 15 (HIM-15) is required. (See Appendix A for information about the HIM-15).

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Protection of Record Information

The FQHC 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 beneficiary's written consent must be obtained before the release of information not authorized by law.

Adequacy of Records

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

Retention of Records

Records must be retained for at least six (6) years from the date of service or longer as required by state statute.