

## TIMEFRAMES FOR MEDICAL RECORD DOCUMENTATION AUDITS

Medical Record Documentation Audit (MRDA) Activities	Approximate Dates
<b>Provider Information</b> Providers informed of the launch of Medical Record Documentation Audits (MRDAs) and the Audit Checklists via Provider Newsletter, Provider Alert, and Empower Website	October 2020 and Ongoing
<b>Checklists Posted on Website</b>	November 2020
<b>Provider Training</b> Training opportunities for providers, with focus on providers who have been chosen for MR audits	October 21, 26, and 30, 2020 and January 7, 2021
<b>Provider Notification Letter</b> Letters sent to Providers who have been randomly selected for MRDAs with Checklist and methods of record access/submission	Week of 12/14/2020 through 12/18/2020
<b>Follow-Up Calls to Providers</b> Phone calls to providers selected for MRDAs (following mailing of Notification Letters) to obtain contact information for provider staff who will be providing records	Week of 12/14/2020 through 12/18/2020
<b>Provider Notification Letter of Selected Member Records</b> Letters sent to Providers identifying the members whose records will be audited, the list of record documentation to be submitted, and record submission process	1/4/2021
<b>Submission of Member Records Due</b> (14 calendar days)	1/18/2021
<b>2<sup>nd</sup> Request for Missing Records</b>	1/19/2021
<b>Submission of Missing Records Due</b>	1/22/2021
<b>Audits of Submitted Records</b>	January and February 2021
<b>Audit Results Shared</b>	Spring 2021