

MEDICAL RECORDS – HELPFUL TIPS



Legibility and Signatures

The document must be clearly legible, and all signatures must be accompanied by credentials from an acceptable provider type (e.g., MD, DO, PA, NP). Credentials such as MA (Medical Assistant) are not considered acceptable for provider documentation.

Altered Medical Records

Any alterations render the entire document unacceptable.

Altered could be defined as:

- Blacked out (redacted)
- Covered
- Pieced-together snippets

Glucose Screening

A fasting glucose test or a hemoglobin A1c result within the last 12 months is required.

- A urine glucose test is not the same as a fasting glucose test.

Handwritten Medical Records

Any handwritten medical record must include:

- A health care provider's signature.
- A date of service from the health care provider.

Lipid Panel

Lipid panels do not have to be from a provider. Lipid panels from Wal-mart, CVS, or other pharmacy is acceptable.

A complete lipid panel is required and includes the following:

- Total Cholesterol
- HDL – High-Density Lipoprotein
- LDL – Low-Density Lipoprotein
- Triglycerides

Medical Records and Pharmacy Printouts

Printouts for applicants over 40 must be within 12 months of the signature date.

- Pharmacy records or printout preceding the application date including all pharmacies used for the last 12 months are required.
- Often a member submits a pharmacy printout from their pharmacy portal that shows only the last fill, not the complete 12-month history.

Newborn Metabolic Screening

The request refers to the metabolic screening that is performed by the state. On average it takes the state 2-4 weeks to be received by the pediatrician.

- Note: Hospital records do not always contain the metabolic screening results.

Pictures and Screenshots

- Screenshots must include the members' name and date of service separately submitted on each image.
- It is recommended to avoid submitting pictures of medical records. Images are often distorted and unreadable which leads to an additional request sent to the applicant.

Resolved Date

On medical records, a "resolved date" indicates when a health condition or problem is considered as resolved or in remission and should be marked as such (or given a resolution date) so that they will appear as 'past' rather than 'current' problems.

Third-Party Vendors

Medical records received from a third-party vendor should be sent to the applicant first.

- Submissions often require a passcode that we do not receive.