



## Reminder - Medical Record Review Projects

September 19, 2022

HAP partners with vendors to conduct medical record reviews. They contact offices directly and provide the review details, including due dates and submission requirements.

The tables below outline our current and upcoming medical record review projects. All reviews are conducted by our vendor, Change Healthcare, unless otherwise noted. Provider offices could be contacted more than once due to different regulatory projects, dates of service, and membership.

| Medical Record Review Project  | Description  | Timeframe                  | HAP Members   | Dates of Service |
|--|--|----------------------------|---|------------------|
| Medicare Risk Adjustment   | Review of diagnoses in HAP member medical records for information not submitted on claims                              | Oct 1, 2022 - Jul 31, 2023 | Medicare Advantage;<br>HAP Empowered MI Health Link | 2021             |
| Commercial Risk Adjustment Data Validation (RADV) Audit<br>Vendor-Cognisight | CMS Audit to validate the accuracy of diagnoses submitted on a claim and included in a member's risk score calculation | Jun 1, 2022 - Dec 31, 2022 | Commercial  | 2021             |
| Commercial Risk Adjustment   | Review of diagnoses in HAP member medical records for information not submitted on claims                              | Nov 1, 2022 - Mar 31, 2023 | Commercial  | 2022             |

HAP appreciates your continued partnership and commitment to patient care. If you have any questions, please reach out to your Provider Services representative.

# Medical Record Reviews

## Frequently Asked Questions

**1. How many medical review projects do you have?**

We currently have three projects remaining this year, from 2022 through third quarter 2023.

**2. Are there more reviews this year?**

The Centers for Medicare and Medicaid Services extended the final risk adjustment data submission deadline from January 31, 2023 to July 31, 2023 for payment year 2022. As a result, we will conduct a chart review collection targeting 2021 dates of service from October 2022- July 2023.

**3. Who conducts the reviews?**

HAP partners with the vendors below.

| Vendor            | Medical Record Review Project  |
|-------------------|--|
| Change Healthcare | <ul style="list-style-type: none"><li>• Commercial Risk Adjustment</li><li>• Medicare Risk Adjustment</li><li>• HEDIS/NCQA</li></ul> |
| Cognisight        | <ul style="list-style-type: none"><li>• Commercial Risk Adjustment Data Validation (RADV) Audit</li></ul>                            |

**4. How do we know if we are part of the medical record review?**

Vendors will contact provider offices by letter. It will include:

- List of members required for review
- Due date
- Submission requirements

If you are not contacted, there is nothing you need to do.

**5. Do we have to comply with these reviews?**

Yes. Per your HAP contract and HAP policy, failure to respond to these requests is subject to potential recovery of paid claims. We appreciate your cooperation. We will work with you to minimize disruptions in patient care activities.