

## **MEM-CL-Special Request for Medical Records/Pharmacy Profiles**

### **Purpose:**

To obtain medical records for review of utilization of Medicaid services by members when requested by the Clinical Peer Reviewer.

### **Identification of Roles:**

- **Lock-in (LI) Coordinator-** Requests medical records, when necessary, to determine appropriateness of member for enrollment in Member Health Education Program (MHEP) or Lock-in (LI) Program.
- **Clinical Peer Reviewer-** Requests medical records and/or pharmacy profiles when necessary for review of a LI case.

### **Performance Standards:**

On a quarterly basis, report the Member Health Education Program (MHEP) and LI program savings and a quarterly measurable growth rate from pre-enrollment to post-enrollment for LI members. Outline the methodology for this analysis based on claims data to a level of detail that enables the Department staff to substantiate the reports content.

### **Path of Business Procedure:**

Step 1: When requested by the Clinical Peer Reviewer, the LI Coordinator will generate the *Request for Medical Records letter*, and send to the appropriate provider to request medical records

- a. The *Request for Medical Records letter*, can be accessed via OnBase

Step 2: When requested by the Clinical Peer Reviewer, the Coordinator will request the Member's Pharmacy Profile

- a. The Member's Pharmacy Profile can be accessed via OnBase

Step 3: The *Request for Medical Records letter*, includes the requested receipt date, asking the provider to send the requested information to IME within 10 days

Step 4: Medical records and pharmacy profiles will be scanned into OnBase and routed to the Member Services department queue via OnBase Workflow

Step 5: If the documentation/pharmacy profile is not received within 10 business days (date on the letter) the LI Coordinator will follow-up with the provider via telephone.

### **Forms/Reports:**

Request for Medical Records Letter

Request for Pharmacy Profile Letter

Lock-In Report

### **RFP References:**

6.5.6

### **Interfaces:**

Data Warehouse

C3

OnBase

### **Attachments:**

NA