

# PROVIDER BULLETIN

## PROVIDER INFORMATION



March 1, 2024

### **Medical Record Requirements Reminder**

All Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) Provider Agreements contain a provision requiring providers to maintain accurate and accessible medical records.

Article III - Authority and Covenants (E) or (G), depending on which provider agreement that the provider holds, requires that providers shall, at provider's expense, maintain and promptly submit when requested medical record documentation that is complete, clear, comprehensive, concise, consistent, and legible and which conforms with reasonable documentation standards as set forth in the Provider Policy & Procedure Manual. Health Services rendered to Subscribers with no corresponding documentation in the medical record are not eligible for payment and will be the Provider's financial responsibility. The provider shall maintain all Subscriber medical records for a minimum of ten (10) years after the last date a Health Service was provided to the Subscriber under this Agreement. The provider shall ensure that all diagnoses are supported in the medical record documentation for each encounter.

It is also the responsibility of the provider to ensure that that medical record documentation supports the services billed, the records are legible, complete, correctly coded and signed.

### **Products Impacted**

All

### **Questions?**

Please contact provider services at **(651) 662-5200** or **1-800-262-0820**.