

**VAN BUREN COMMUNITY MENTAL HEALTH AUTHORITY
POLICIES & PROCEDURES**

Title: Chart Review
Originated: 12/19/06
Revised: 03/24/09

Number: I.23
Approved By: Executive Team

DIRECTIVE: This procedure shall serve as a guide for completing chart reviews to ensure compliance with regulations and to monitor and improve the quality of clinical records.

PROCEDURES:

1. Charts to be reviewed will be chosen by the Corporate Compliance Office. A minimum of five percent of each provider/program will be targeted throughout the year (all payers).
2. Charts will be chosen randomly.
3. Charts from each program will be reviewed throughout the year.
4. Corporate Compliance will complete a clinical and claims review. The compliance review will be performed without notice to the assigned provider or program supervisor. A compliance review ensures that a reported service is documented appropriately; meets federal, state and 3rd party payer standards; ensures that the documentation demonstrates the medical necessity; and authorization for the service is present in the chart. The review also looks for conformance to DCH & CARF standards and for good clinical practice. The Corporate Compliance Office will provide feedback to the service provider and to the program supervisor within 14 days from the compliance review.
5. Any corrections that can appropriately be made will be completed within 2 weeks by the provider.
6. The supervisor will monitor that the corrections are made.
7. Within 14 days of receiving the notice from the Compliance Office the service provider will notify the Compliance Office that appropriate corrections have been completed.
8. Chart reviews will be monitored for trends, so that changes to forms or training may be provided to increase compliance with requirements.
9. Programs should continue to conduct other less formal chart review processes already in place and may continue to perform chart reviews on more charts than those pulled through Corporate Compliance.