



### **Documentation Reminders for all Providers**

Louisiana Medicaid would like to issue a reminder to all providers that a service not documented is considered a service not rendered. Providers should ensure that all documentation is accurate and complete. All undocumented services are subject to recoupment.

As a result of recent post-payment reviews, some providers have had administrative sanctions applied due to undocumented services. Louisiana Medicaid is often required to make payment decisions based on information contained in medical records. Therefore, providers are obligated to maintain all records which are necessary to document the delivery of services rendered for a period of five years. Proper documentation should include the following:

- Diagnosis and chief complaint
- Relevant history
- Examination findings
- Response to therapy
- Progress notes and patient disposition
- Procedures performed and the results
- X-ray, lab, and diagnostic test ordered, along with results
- Date and legible identity of the provider.

All records should be clearly legible and documented at a time close in proximity to the actual patient visit. All progress notes in the patient record should include a thorough and adequate narrative description of the foregoing items. Standard forms with check boxes are usually in and of themselves not adequate for complete documentation. If records are not properly documented, incorrect payments may be made. In these cases the payments are subject to payment recovery through withholding of payment, and/or a possible fine.

For questions related to this information as it pertains to legacy Medicaid or Bayou Health Shared Savings Plans claims processing, please contact Molina Medicaid Solutions Provider Services at (800) 473-2783 or (225) 924-5040