

Documentation and communications reminders

Summary: Below are several reminders for Amerigroup Kansas, Inc. providers of items that directly affect the quality of care offered in their offices.

PCPs are responsible to:

- Coordinate and monitor referrals to specialist care.
- Coordinate and monitor referrals to specialized behavioral health in accordance with state requirements.
 - Note: For certain behavioral health conditions or diagnoses, specific communications are subject to greater restrictions than general HIPAA privacy requirements.
- Refer patients to subspecialists and subspecialty groups and hospitals for consultation and diagnostics according to evidence-based criteria for such referrals as it is available.
- Maintain a medical record of all services the PCP or other referral providers render.

What this means to you:

To support and drive quality care, Amerigroup encourages providers to review the following:

Continuity of care

- To fully understand the health status of each patient, medical records should include documentation of all services from any other practitioners.
 - Amerigroup reminds members to tell their PCPs about all services received from other providers; we also remind you that asking members about this information and adding notes records supports care continuity.
 - Tip sheets are available from Amerigroup that can be distributed by your office to inform members about disclosing this information. To obtain these materials, ask your Provider Solutions representative or call Provider Services at 1-800-454-3730.
- PCPs are encouraged to communicate about the care their patients receive from other providers. Section 7.15 of your provider manual notes the documentation requirements surrounding referrals.

Documentation

- PCP progress notes/visit notes must document, in detail, follow-ups from previous concerns and all appointments/services the patient has received since the last PCP visit.
- Section 7.13 (“Records Standards and Member Medical Records”) of your provider manual has information on documentation. Items 13, 14 and 15 address consultations/referrals and specialists reports including lab, X-rays, etc. as well as emergencies and hospital discharge summaries, respectively.

The information in this update may be an update or change to your provider manual. Find the most current manual at:
<https://providers.amerigroup.com/KS>.

- Episode of care documentation requirements are consistent with The Joint Commission, formerly Joint Commission on Accreditation of Healthcare Organizations.
- Amerigroup encourages PCPs to communicate with specialists and hospital emergency departments to obtain visit summaries for KanCare member visits.
- Shared medical records to and from specialty referrals must be maintained in KanCare member records.
- These records are subject to applicable confidentiality and HIPAA requirements.

In order to fully engage and create greater compliance with established care plans, PCPs have a responsibility to communicate with KanCare members and should consider the following points:

- Communicate in the language or fashion primarily used by the member.
 - Note: You can contact Provider Services at 1-800-454-3730 for help with oral translation services if needed.
- Freely communicate with members about their treatment, regardless of benefit coverage limitations.
- Provide complete information concerning a member's diagnoses, evaluations, treatments and prognoses and give members the opportunity to participate in decisions involving their health care.
- Advise members about their health status, medical care and treatment options, regardless of whether benefits for such care are provided under the program.
- Advise members on treatments that may be self-administered.
- Contact members as quickly as possible for follow-up regarding significant problems and/or abnormal laboratory or radiological findings.

We thank you for your continued effort to work with us and provide quality care to our KanCare members.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.