

Failure To Submit Medical Records

Texas state regulations ([Texas Administrative Code §353.502](#)) requires MCOs to conduct routine audits of Provider and Member claims to ensure that proper payments are made.

If you receive a request for medical records, return all documents required of the services billed.

Medical records requests are sent through certified mail, regular mail, and fax.

A documentation checklist will be provided to aid in submitting records to support the billed claims(s) and reimbursement. The checklist will include the following details:

- > Due date for the submission of records
- > How medical records should be submitted (via mail or fax)
- > Patient information, including:
 - Claim number
 - Member ID number
 - Provider name
 - Member name
 - Member date of birth
 - Dates of services

We kindly request your prompt response to all medical records requests. Failure to respond or submit the necessary documentation for the specified claim and date of service may result in recoupment of the claim.

An appeal will not be accepted for recoupments related to missing medical records or late submissions.

If you have any questions related to auditing or would like to receive an in-service regarding Community First's auditing processes, please contact our Internal Auditor at 210-510-2545.

