

## Patient Record Retrieval for Chart Review

The goal of record retrieval and chart review is to ensure that the severity of health conditions is accurately reported to support Centers for Medicare & Medicaid Services Risk Adjustment. This process relies heavily on correct diagnosis coding.



### ◆ Benefits of Medical Chart Review for El Paso Health

- Identify missing or unreported conditions that should be coded.
- Flag suspect diagnoses for clinician validation.
- Collect HEDIS/Stars Quality Measures documentation for accurate reporting.

### ◆ El Paso Health's Support for Providers

We understand the effort it takes to gather medical records and aim to make the process as seamless as possible. To minimize disruption and ensure high-quality care, El Paso Health's Risk Adjustment team is available to assist with chart retrieval.

### ◆ Chart Retrieval Options

#### 1. EMR Access (Preferred Option):

- Secure, remote chart access from the EMR system.
- Office staff focus on patient care, without the need for chart retrieval tasks.
- No extra desk space required for a retrieval team.
- Reduced paper waste (no printing or scanning).
- Controlled and secure retrieval method.

#### 2. Onsite Chart Retrieval Technician:

- Technician visits the clinic to print, scan, and upload charts using their own equipment/resources.

#### 3. Fax/Mail (Less Efficient):

- The clinic fulfills the request independently.
- Multiple follow-ups may be needed to ensure records are sent.
- El Paso Health can provide a representative to pick up records if necessary.

### ◆ EMR Access for Streamlined Chart Reviews

If your clinic provides direct EMR access to El Paso Health, annual chart collection won't be necessary for chart reviews. Contact our Risk Adjustment Team if you are interested in setting up EMR access for your clinic.