

<p style="text-align: center;">QUALITY OF DOCUMENTATION</p> <p style="text-align: center;">Individual and Group (Psychologists)</p>	<p style="text-align: center;"><u>GUIDELINES FOR SCORING INDIVIDUAL RECORDS</u></p> <p style="text-align: center;">1 = Poor, 2 = Below Standard, 3 = Standard, 4 = Above Standard, 5 = Excellent</p> <p style="text-align: center;">Y = Meets Standard N = Does Not Meet Standard</p> <p style="text-align: center;">NA = Not Applicable</p>	<p style="text-align: center;">GUIDELINES FOR DETERMINING PROGRAM COMPLIANCE WITH STANDARDS</p> <p style="text-align: center;"><i>Programs are expected to strive to achieve all quality of documentation standards in 100% of the instances. Programs that are compliant in less than 75% of the charts reviewed will be required to develop a Performance Improvement Plan (PIP) in conjunction with the CSA, ValueOptions®, MHA, or any other auditing agency.</i></p>
<p>1. Has the consumer (or their legal guardian) consented to treatment? 10.36.05.08 C (2)</p>	<p>Y = Consent for services is documented by signature of the consumer or, when applicable, legal guardian. In instances when this is not possible, the program shall document the reasons why the individual cannot give written consent; verify the individual's verbal consent; and document periodic attempts to obtain written consent.</p> <p>N = Consent for treatment is not present in the chart OR there is a consent form signed by an individual as the consumer's guardian, but there is no documentation to support this individual's ability to sign as legal guardian.</p>	<p>75% of all medical records reviewed have documented consent for services.</p>
<p>2. If the consumer is a child for whom courts have adjudicated their legal status or an adult with a legal guardian, are there copies of court orders or custody agreements? 10.36.05.07 E (2) MHA Guidelines)</p>	<p>Y = Court orders and custody agreements regarding healthcare decision-making are present in the chart OR there is a letter from the agency naming a specific person to make healthcare decisions, If an agency such as DSS has custody.</p> <p>N = There are no court orders or custody agreements establishing healthcare decision-making responsibility present in the medical record.</p> <p>N/A = The consumer is an adult without a guardian or a minor child in the care/custody of his/her biological parent(s).</p>	<p>75% of all applicable medical records reviewed have the required documentation necessary to confirm custody and health-care decision-making authority by the guardian consenting to treatment</p>
<p>3. Does the consumer record document the consumer's presenting needs? 10.36.05.08 C (2)</p>	<p>Y = The consumer's presenting needs are documented in the record</p> <p>N = The consumer's presenting needs are not documented in the record.</p>	<p>75% of all medical records reviewed document the consumer's presenting needs.</p>

<p>4. Does the consumer record document the consumer's diagnosis? 10.36.05.08 C (2)</p>	<p>Y = The consumer's diagnosis is documented in the record. N = The consumer's diagnosis is not documented in the record.</p>	<p>75% of all medical records reviewed documented the consumer's diagnosis.</p>
<p>5. Does the consumer record document the consumer's original test data with results and other evaluative material and the results of any formal consultations with other professionals? COMAR 10.36.05.08 C (2) Yes / No / NA</p>	<p>Y = The consumer's original test data and results and the results of any formal consultations with other professionals is documented in the record. N = The consumer's original test data and results and the results of any formal consultations with other professionals is not documented in the record. NA = Testing or consultations are not indicated.</p>	<p>75% of all medical records reviewed documented the consumer's original test data and results and the results of any formal consultations with other professionals.</p>
<p>6. Does the diagnosis match the Utilization Guidelines for the Target Population and is there supporting documentation for establishing medical necessity? <i>MHA Guidelines</i></p>	<p>1 = There is no diagnosis in the record OR the diagnosis was made by an individual unlicensed to do so. 2 = A diagnosis has been assigned, but with no information in record regarding symptoms, behaviors or history of occurrence. 3 = Present in the record is a diagnosis that meets target population for the PMHS as outlined in the Utilization Guidelines AND there is clear documentation of the rationale for the rendered diagnosis and medical necessity AND the diagnosis was rendered by a professional licensed to do so. 4 = Everything in #3 plus there is information in the assessment/mental health professional and/or psychiatrist's notes/ VO ProviderConnect® that reflects symptoms/ behaviors related to the diagnosis and support for medical necessity. 5 = Everything contained in #3 that establishes that the level of care is medically necessary plus an ongoing review process to review treatment effectiveness, and re-organize, reduce, or increase the type/intensity/frequency of services.</p>	<p>75% of all medical records reviewed have a score of 3 or above and have documentation that meets the standard for establishing the diagnosis and medical necessity for services</p>

<p>7. Are the contact notes dated and document a detailed description of the billed service? 10.36.05.08 C (2)</p>	<p>1 = There are no contact notes in the record.</p> <p>2 = Contact notes do not contain all of the following items: date, and a description of the service provided.</p> <p>3 = At least 75% of the reviewed contact notes for the audit period contain all of the listed items above and no contact notes are missing.</p> <p>4 = 100% of the reviewed contact notes <u>for the audit period</u> contain all of the listed items above and no contact notes are missing.</p> <p>5 = 100% of the contact notes <u>in the record</u> contain all of the listed items.</p>	<p>75% of all medical records reviewed have a score of 3 or above and meet the standard for contact notes being complete.</p>
--	--	---