



<b>After Receiving a Medical Records Request (Audit) Take the Following Steps</b>			
Successful Audits Depends on Preparation	Yes	No	Notes
Did you carefully read the letter?			
Start a log to track your interaction with payer during the process.			
Verify the deadline date for when the medical records must be received by the insurer and provide the records by that date.			
Gather and review all the requested medical records with your staff.			
Contact a State/National organization if needed			
Notify your staff or billing company about the audit request.			
If need have an external record review perform			
Copy and only provide records/documentations that were requested			
Include any supporting materials. Example: abbreviations, national coding policy, CPT reference, etc. (Make sure the summary and/or notes are legible and dated.)			
Keep a detailed copy of the medical records that were sent to the health plan.			