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Blue Cross and Blue Shield Association

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## **Important Reminder: Record Retention Requirement for Medicare Advantage Providers and Suppliers**

We are reminding all Medicare Advantage providers and suppliers serving beneficiaries in BlueMedicare<sup>SM</sup> HMO and BlueMedicare PPO plans of the Centers for Medicare & Medicaid Services (CMS) requirements for maintaining medical records and other documents.

CMS requires Medicare Advantage providers to retain medical records of their patients for 10 years plus the current contract year. This requirement includes all contracted physicians, non-physician practitioners, suppliers and facilities submitting claims to Medicare contractors.

According to CMS, providers/suppliers should maintain a medical record for each Medicare Advantage member who is their patient. These medical records must be accurately written, promptly completed, accessible, properly filed and retained. CMS does not have requirements for the media formats for medical records. However, the medical record needs to be in its original form or in a legally reproduced form, which may be electronic, so that medical records may be reviewed and audited by authorized entities. Providers must have a medical record system that ensures that the record may be accessed and retrieved promptly.

You can learn more about these requirements [here](#).