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Blue Cross and Blue Shield Association

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2019 Medical Record Review Results Now Available Score Increases Slightly from 2018

The Florida Blue Documentation of Care 2019 Medical Record Review results are now [available](#). The overall score of the review is 93.20 percent. This compares to the 2018 review score of 92.55.

Each year Florida Blue conducts a review of medical record documentation of primary care physician offices. This helps improve medical record-keeping practices to promote patient safety and improve continuity and quality of care.

This year, we pulled a random sample of 107 commercial and Medicare medical records from a Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) dataset. This included all lines of business, including commercial, Marketplace, Medicare Advantage and Federal Employee Program[®] plans. A team of Florida Blue registered nurses performed the medical record audit.

Here are the results of the review based on percentage. Details on opportunities for improved compliance are available [here](#).

Scores of Medical Records Reviewed	Total	Percent
Number of medical records scoring 100 percent	26	24%
Number of medical records scoring 90 to 99 percent	65	61%
Number of medical records scoring 89 percent or less	16	15%
Average overall score = 93.20 percent		

Primary care providers included in the medical record audit received results along with the medical record [guidelines](#) in the mail. If you have any questions, please call Joanne Keenan, RN, at 800-555-8228, ext. 87329.

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).
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