

## Compliance Scores Increase in 2020 Medical Records Review

The Florida Blue Documentation of Care 2020 Medical Record Review scores continue to increase. Results show consistent improvement over the previous three years. The overall average score in 2020 is 94.58—up from 93.2 in 2019 and 92.55 in 2018. Thank you for your efforts to improve your medical record-keeping practices.

The annual review of medical record documentation of primary care physicians helps improve medical record-keeping practices. Better records promote patient safety and improve continuity and quality of care.

The program is consistent with regulatory requirements by the National Committee for Quality Assurance (NCQA), the Agency for Health Care Administration (AHCA), the Centers for Medicare and Medicaid Services (CMS), and the Florida Administrative Code for Standards for Practice for Medical Doctors. The Documentation of Care process aligns with the NCQA review of the plan’s medical record files for survey regulatory purposes.

Florida Blue pulled a random sample of 88 commercial and Medicare medical records from a Healthcare Effectiveness Data and Information Set (HEDIS<sup>®1</sup>) dataset. This included all lines of business, including Commercial, Marketplace, Medicare Advantage and Federal Employee Program<sup>®</sup> plans. A team of Florida Blue registered nurses performed the medical record audit.

Click [here](#) to review results based on percentage. Details on opportunities for improved compliance are available [here](#).

Description N = 88 Medical Records	Total	Percent
Number of medical records scored 100%	35	40%
Number of medical records scored 90%-99%	38	43%
Number of medical records scored 89% or less	15	17%
Average overall score = 94.58%		

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.

<sup>1</sup> HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).