

2021 Medical Record Review Results Now Available: Compliance Score Increases

Florida Blue conducts an annual review of medical record documentation practices in primary care physician (PCP) offices. Our goal with these yearly reviews is to help improve continuity, coordination and transition of care. We are happy to report an increase in compliance.

Audit Results

The annual Documentation of Care (DOC) audit shows improvement in compliance over the last three years. The overall average score in 2019 was 93.20%. It increased in 2020 to 94.58% and then again in 2021 to 96.15%. The 2021 results show a 1.57% increase from 2020 and a 2.95% increase from the 2019 results.

You can read the full results of the Florida Blue Documentation of Care 2021 Medical Record Review [here](#).

How the Audit Was Conducted

This Florida Blue audit was conducted by a team of registered nurses. The sample size of 67 records covered all lines of business and were pulled at random from standardized tables. The sample included Commercial, Truli for Health, Exchange, Florida Blue Medicare, Inc., Medicare Advantage and Federal Employee Program® (FEP) plans.

Here are the results of the review based on percentage:

Description: 67 Medical Records	Total	Percent
Number of medical records scored 100%	33	49%
Number of medical records scored 90%-99%	31	46%
Number of medical records scored 89% or less	3	5%
Average overall score = 96.15%		

Details on opportunities for improved compliance are available [here](#).

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 & Medicaid Services (CMS) and the Florida Administrative Code for Standards of Practice for Medical Doctors. The DOC process aligns with the NCQA review of the plan's medical record files for survey regulatory purposes.

PCPs included in the medical record audit will receive 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** or email her at joanne.keenan@floridablue.com.