

2024 Medical Record Review Results Now Available

Each year, we conduct a review of primary care practices’ medical records, formally known as the Documentation of Care (DOC) Medical Record Review program. This initiative is intended to help improve record-keeping practices to foster patient safety and improve continuity, coordination, and transition of care.

The DOC Medical Record Review program follows regulatory requirements by the National Committee for Quality Assurance (NCQA), the Agency for Health Care Administration (AHCA), and the Florida Administrative Code, Standards for Practice for Medical Doctors. The DOC process aligns with the NCQA review of the plan’s medical record files for survey regulatory purposes.

Methodology and Results

A team of registered nurses conducted the annual medical record review. A representative sample of 50 records from our HMO line of business was randomly pulled from standardized tables. The population sample included Health Options, Inc., Truli for Health, and Florida Blue Medicare Advantage HMO plans. Primary care providers included in the medical record audit will receive results along with the medical record [guidelines](#) in the mail.

Our DOC 2024 Medical Record Review overall average score is 96.24%. This score is shown in the table below while more details of the results are available [here](#).

Description	50 Medical Records	Total	Percent
Number of medical records scored 100%		25	50%
Number of medical records scored 90%-99%		22	44%
Number of medical records scored 89% or less		3	6%
Average overall score = 96.24			

Compliance Improvement Opportunities

This year’s results are 0.24 percentage points lower than the 2023 results of 96.48%. We thank you for supporting the DOC program. We also want to encourage you to continue to seek ways to improve your medical record documentation practices. **Please review the following opportunities for improving documentation compliance.**

Opportunities for Improved Compliance

The Florida Blue DOC 2024 Medical Record Review audit identified the following areas of opportunity for improved compliance:

HMO coverage is offered by Truli for Health and Florida Blue HMO, affiliates of Florida Blue. Florida Blue offers health insurance. These companies are independent licensees of the Blue Cross and Blue Shield Association.

- **Advance Directives**

To meet our regulatory responsibilities, we check to see if advance directives, including a living will, are documented in the member's medical records. Do you know your patients' wishes if they face a health crisis? We encourage you to ask your patients who are 18 years or older, if they have advance directives or living wills. Please be sure to record their responses (yes or no) in their medical records and request a copy of the advance directive and/or living will to keep in their medical file.

- **Documentation of Substance Use Inquiry and Counseling in the Medical Records for Persons 12 Years of Age and Older**

Routine medical care provides an excellent opportunity for a practitioner to determine if patients have problems with substance use. Screening provides an opportunity for early intervention and can positively impact patients' overall health.

- **Preventive Services/Screenings Recommended**

During the annual well care visit the practitioner has an opportunity to assess and make recommendations for preventive screenings to the patient. The patient may express reluctance or fear having certain ones, such as the colorectal cancer screening. The practitioner office may offer various screening options for colon cancer. The practitioner can emphasize the importance of these screenings for early detection/treatment.

Your Help is Critical

Thank you for ensuring this valuable information is captured in your patients' medical records.

Results and guidelines were mailed to primary care providers included in the medical record audit. If you have questions, please email Angela Nightingale, RN, at angela.nightingale@BCBSFL.com

For more information, refer to the *Documentation of Care Review* in our [Manual for Physicians and Providers](#) (enter *Documentation of Care Review* in the search bar).

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