



Behavioral Health Clinical Chart Audit

March 22, 2022

The Arizona Medicaid Contractors/Health Plans have aligned efforts under the Arizona Association of Health Plans (AzAHP) to conduct Behavioral Health Clinical Chart Audits (BHCCA). As you may recall the audits have been suspended since 2020 as a result of the Covid pandemic. AHCCCS has recently decided to end the suspension of the Behavioral Health Clinical Chart Audit Process (as identified within Contract Section D, "Behavioral Health Clinical Chart Audit Findings and Summary Report"). Therefore, the Behavioral Health Clinical Chart Audit process has resumed, effective, March 2022.

Per AHCCCS requirements, BHCCAs are required annually. You may be contracted with one or more health plans within the AzAHP, however you will only be audited by one health plan. This approach will offer a standardized statewide auditing process and reduce the burden to your office by decreasing the number of parties requesting to audit your organization. When your review is due, an AzAHP health plan will contact you to request your assistance in securing the medical records necessary to complete this audit at least 2 weeks prior to the start date. Based on your contract with the Health Plans, you are required to provide a copy of medical records within the requested timeframes and at no charge. Providing EMR access to the requested records is a preferred option. Please be advised that while no PHI will be shared, the results of your audit will be shared with the other health plans you are contracted with within AzAHP. The BHCCA will be completed using the enclosed audit tool.

Should you use a vendor that provides copies of your medical records, such as Ciox, please provide notification to them of your requirement as noted below to provide records to Care1st Health Plan at no cost.

AHCCCS contracted providers are required to furnish copies of medical records to an AHCCCS contractor free of charge.

According to the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rules (CFR 164) health care providers are permitted to disclose protected health information for the purposes of treatment, payment and/or healthcare operations without authorization from the member. Health plans receive these records for official purposes directly related to its operations as an AHCCCS contractor.

Arizona Administrative Code R9-22-512 (E)

- E. A provider shall furnish records requested by the Administration or a contractor to the Administration or the contractor at no charge.

If you have any questions or concerns, you may contact me, or your Network Management Representative. Thank you for your assistance in ensuring our members receive quality care and services.

Sincerely,

Michele Swann
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Care1st Network Management

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