

Documentation about Member Rights and Medical History

Overview

Treatment record reviews are performed on a regular basis to ensure that Carelon members are receiving safe, evidenced-based, high-quality care. The tool used for provider record reviews is proprietary and developed by Carelon specifically for in-network providers. The tool assesses provider documentation from assessment to discharge, and the framework is based on accreditation standards, clinical practice guidelines, and best practice in behavioral health and substance use disorder treatment. The National Committee for Quality Assurance (NCQA) standards, Utilization Review Accreditation Commission (URAC) standards, and recognized professional associations in the field of psychiatry and psychology guided development of the Carelon tool. The tool includes measurement of provider adherence to the in-network provider services agreement made between the provider and Carelon.

Treatment Record Review Section

General documentation

Member treatment records should be maintained in compliance with all applicable medical standards, licensing board requirements, privacy laws, state and federal rules and regulations, as well as Carelon's policies and procedures, in a manner that is current, comprehensive, detailed, organized and legible to promote effective patient care and quality review. Carelon's policies and procedures incorporate standards of accrediting organizations to which Carelon is or may be subject (e.g., NCQA and URAC), as well as the requirements of applicable state and federal laws, rules, and regulations.

Rationale for why questions in this section are monitored

- Rights and Responsibilities (RR1): Statement of Members' Rights and Responsibilities; URAC CORE v4.0 (C-CPE 2-1) (previously CORE 37 in CORE v3.0).
- Consumer Safety and best practice (could be tied to URAC CORE v4.0 (C-CPE 3-3) (previously CORE 38 in CORE v3.0)

Suggestions for meeting the standard

Member Rights and Responsibilities - part of the consent form packet:

- Evidence provider has a member rights and responsibilities policy that was provided to member (web-based, paper-based, email).
- Part of a checklist of other documents member received upon admission, signed by member to acknowledge receipt at the bottom.
- A separate document acknowledging receipt of member rights, signed at the bottom by member.

Medication, allergies, and medical history - part of the Intake Assessment or Comprehensive Assessment:

- Some providers place allergies at the top of assessment with demographic information.

- If there are no known allergies, documenting NKA is sufficient, but question must be easily identified in the record.

Additional Resources

Carelton Provider Handbook:

www.careltonbehavioralhealth.com/providers/resources/provider-handbook