

Meeting: Utilization Management Committee	Date: 8/15/2024
Title/Topic: Medical Policy – Medical Necessity Guidelines for Claims without Medical Records	Policy Number: n05677
Purpose: Annual Review	Outcome: Accept with changes as outlined
Line of Business: Commercial and Medicare	Effective Date: 9/21/2023

INTRODUCTION:

Includes definition of problem or opportunity. Provides background information on the topic. Describes current state. May also include prior state and/or factors that have changed. Includes operational definitions where key terms may have varied interpretation.

Network Health reserves the right to request medical records to ensure the medical necessity of services prior to adjudicating a claim. If a claim requires medical records, outreach is made to the provider/practitioner to request these records. If no records are received, the claim is adjudicated to deny with the denial reason of: services not considered medically necessary.

This medical policy, with physician oversight, delegates the authority to deny for medical necessity, to a Utilization Management Coordinator Registered Nurses (UMC-RN) or Claims Analyst. This policy is due for annual review.

ACTION RECOMMENDED:

States recommendations in specific terms. Includes a summary of what should be accomplished, methods, and timetable (if applicable). Recommendations on implementation and follow-up plans may also be included.

Annual review has been conducted and the Medical Necessity Guidelines for Claims without Medical Records medical policy is presented for review and approval with changes as written.

No changes were made to the intention or utilization guidance of this policy. Changes made include minor grammatical and formatting changes.

ANALYSIS/JUSTIFICATION:

Includes information relevant to the recommended action including information used in formulation the recommendations. Information will include reference to any existing Centers for Medicare & Medicaid Services (CMS) coverage determinations as well as any existing established vendor criteria. Information may include financial/cost data, service measures, projections or other key measures or process tools, recommendations from a clinical provider with expertise regarding the topic, and/or information from other widely used treatment guidelines or peer reviewed clinical literature.

With physician oversight, this policy delegates the authority to deny based upon medical necessity to a UMC-RN or Claims Analyst. Otherwise, all claims that require records, when none are received, would need to be directly reviewed by a physician.

REFERENCES:

Includes detailed description regarding source(s) of information used for development of policy or recommendations via citation.

Not applicable.

REVISION REASON:

Includes the date changes or updates were made and summary of changes applied.

09/21/2023: Annual review. Minor grammatical and formatting changes made.

Disclaimer:

Contract language as well as state and federal laws take precedence over any medical policy.

Network Health coverage documents (i.e. Certificate of Coverage, Evidence of Coverage, Summary Plan Descriptions) outline contractual terms of the applicable benefit plan for each line of business and will be considered first in determining eligibility. Not all Network Health coverage documents are the same. Coverage may differ. Our Medicare membership follows applicable Centers for Medicare and Medicaid Services (CMS) coverage statements including National Coverage Determinations (NCD) and Local Coverage Determinations (LCD). Please refer to the CMS website at www.cms.gov.

Network Health reserves the right to review and update our medical policies on occasion as medical technologies are constantly evolving. The documentation of any brand name of a test, product and/or procedure in a medical policy is in no way an endorsement of that product; it is for reference only.

Network Health's medical policies are for guidance and not intended to prevent the judgment of the reviewing medical director(s) nor dictate to health care providers how to practice medicine.