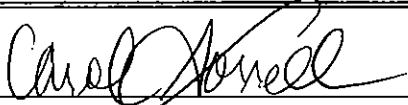
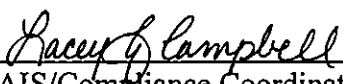


**KERN HEALTH SYSTEMS
POLICIES AND PROCEDURES**

TITLE: KERN HEALTH SYSTEMS POLICIES & PROCEDURES		INDEX NUMBER 14.01		Page 1 of 2	
SECTION: AIS/Compliance		ISSUE DATE: July 31, 2000			
SUBJECT: Obtaining Copies of Medical Records and Other Documentation		EXTERNAL APPROVAL		DMC	DHS
					01-16-02
REVIEW DATE					
REVISION DATE					

Approved		Date	7/8/00
	Carol Sorrell, R.N. Chief Executive Officer		
Approved		Date	07/06/00
	AIS/Compliance Coordinator		

POLICY:

As part of an investigation or random audit, it may be necessary for the AIS/Compliance department to obtain copies of medical records and other documentation from providers. KHS will make efforts to make the process of obtaining these copies as unburdensome as possible for providers.

PURPOSE:

To establish guidelines for obtaining copies of medical records and other documentation from providers.

PROCEDURE:

1.0 REQUEST FOR MEDICAL RECORDS OR OTHER DOCUMENTATION BY MAIL

The AIS/Compliance (AIS/C) Department may choose to request medical records or other documentation by mail. AIS/C staff requests this information via a Request for Medical Records or Other Documentation form. (See Attachment A). This form is sent to the provider along with a cover letter. (See Attachment B).

Records or other documentation should be mailed to KHS within ten (10) working days from the date of the request.

**KERN HEALTH SYSTEMS
POLICIES AND PROCEDURES**

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If a large volume of information is requested, KHS will make efforts to obtain the copies through an on-site visit.

2.0 KHS ON-SITE VISIT TO COPY MEDICAL RECORDS OR OTHER DOCUMENTATION

The AIS/C department may choose to visit the provider site and copy the requested information. KHS will contact the provider's office to make an appointment unless an unannounced audit or investigation is warranted. KHS will provide a list of the requested information to the provider in advance unless disclosure of the required information would compromise the audit or investigation.



Kern Family Health Care

The Friendly Face of Health Care

A DIVISION OF KERN HEALTH SYSTEMS

July 3, 2000

Provider
Address
City, State Zip

Re: Request for Medical Records or Other Documentation

Dear Provider:

Kern Family Health Care is requesting specific copies of records regarding services provided to one of our members. Please see the enclosed Request for Medical Records or Other Documentation for details.

Please mail the requested information to the address below within ten (10) working days.

AIS/Compliance Department
Kern Family Health Care
1600 Norris Road
Bakersfield, Ca 93308

You may contact me at (661) 391-4180 if you have any questions regarding this request. Thank you for your assistance in providing quality health care to our community.

Sincerely,

Lacey G. Campbell
AIS/Compliance Coordinator