



**Indiana Health Coverage Programs**

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**INDIANA HEALTH COVERAGE PROGRAMS**

**Tips for Complying With  
Medical Record Documentation Requests**

If you receive a request for medical record documentation due to an audit or claims review, don't panic. Medical record reviews are a necessary and valuable process for all payers and are required by state and federal laws. Below are some tips to help you through this process.

1. Remain calm.
2. Read the documentation request thoroughly.
3. Identify where and how to submit the records.
4. Identify the due date.
5. Identify the documents that are being requested.
6. Collect all the requested documentation, including all records necessary to support the services for the dates requested.
7. Make sure the medical records collected are legible and are for all the dates of service requested.
8. If you are copying or printing the records, make sure the copies are legible, and that both sides of a double-sided document are included.
9. Verify that all documentation requested is included in your submission.
10. Include your name, email and telephone number for future correspondence.
11. Return all documents as requested by the specified deadline.

**Remember:**

- *It is the billing provider's responsibility to submit the correct documentation, within the specified number of days outlined in the request, and by the requested submission method.*
- *It is the billing provider's responsibility to obtain any necessary information required for the record review, regardless of the location of the documentation.*