



PROVIDER BULLETIN

No. 18-13

DATE: August 10, 2018

TO: All Providers Participating in Nebraska Medicaid Program

FROM: Matthew A. Van Patton, DHA, Director
Division of Medicaid & Long-Term Care

BY: Betsie Steenson, Program Integrity Unit

RE: Clinical Records for Clients in the Children's Health Insurance Program (CHIP)
Stand-Alone Program

Please share this information with administrative, clinical, and billing staff.

The purpose of this bulletin is to remind providers of their obligation to maintain records in a way that allows them to easily identify CHIP-eligible service recipients and to supply records when requested.

With the implementation of the CHIP stand-alone program, commonly known as 599 CHIP, to provide pre-natal and delivery care for women who would otherwise not be eligible, issues have been identified related to records requests. Eligibility for this program is based on the unborn child, and the eligibility is granted to the unborn. Most medical providers maintain their records based on the pregnant mother's identifying information.

Requests from the Nebraska Department of Health and Human Services (DHHS), the federal Department of Health and Human Services (HHS), or other approved agency will reflect the name and recipient number that the eligibility has been granted under. For clients in this program the first name on the request will be "Unborn." Providers must have a way to correlate the eligible unborn child to the name on the patient record.

Nebraska Medicaid regulations (see 471 NAC 3-003.02) state that the submission of the claim form by the provider, the provider's authorized representative, or the provider's billing agent on behalf of an

approved provider certifies that each service is documented in the provider's files, and that documentation is available to DHHS, the federal Department of HHS, and state and federal fraud and abuse units. Providers must respond to any request for record by DHHS, HHS, or any other approved agency. Please see Provider Bulletin 18-XX, Maintaining and Providing Complete Medical Records, for more information related to this topic.

With Health Insurance Portability and Accountability Act (HIPAA) privacy laws, many providers are concerned about the validity of documentation requests. If you receive a request for records and are uncertain if the request is valid, please contact the Nebraska Medicaid Program Integrity Unit for confirmation at DHHS.MedicaidProgramIntegrity@nebraska.gov or by phone at 402-471-8359.

If you have questions regarding this bulletin, please contact Betsie Steenson at 402-471-9353, or via email at: Betsie.Steenson@nebraska.gov.

Medicaid Provider Bulletins, such as this one, are posted on the DHHS website at http://dhhs.ne.gov/medicaid/Pages/med_pb_index.aspx. The "Recent Web Updates" page will help you monitor changes to the Medicaid pages.