

Important Reminder **Requirements for all Providers and Suppliers to Retain Medical Records and Documents**

We want to remind all providers and suppliers of state and federal requirements for maintaining medical records and other documents, especially in this COVID-19 environment. This is important for all Florida Blue patient records whether they are for members in commercial plans, qualified health plans, or Medicare Advantage in BlueMedicareSM HMO and BlueMedicare PPO plans.

Why Record Retention Is Important

Medical records are required for many audit-related activities. This includes Risk Adjustment Data Validation (RADV), Healthcare Effectiveness Data and Information Set (HEDIS) audits and many more. With the sudden shift from in-office patient visits to telehealth visits, we anticipate audit activities to increase.

Retention Requirements

State regulations for record retention vary. For example, Florida requires physicians to retain patient records for 5 years from the last patient contact while Georgia requires 10 years from the date the record was created.

Centers for Medicare & Medicaid Services (CMS) requires providers to retain patient medical records for 10 years plus the current contract year for any Medicare beneficiary. This includes all contracted physicians, non-physician practitioners, suppliers and facilities submitting claims.

According to CMS, providers / suppliers should maintain a medical record for each patient. These medical records must be accurately written, promptly completed, accessible, properly filed and retained.

CMS does not set media-format requirements for medical records. However, the medical record must be in its original or legally reproduced form, which may be electronic, so it can be reviewed and audited.

Providers must have a medical record system that ensures prompt record access and review.

You can learn more about medical record retention requirements [here](#).