

Medical record reviews and audits to resume Nov. 1

Because of the COVID-19 public health emergency, [TennCare temporarily suspended](#) facility medical record reviews, audits and recoupments starting May 8, 2020. The suspension of medical record reviews was one of several short-term administrative flexibilities TennCare put in place.

Effective Nov. 1, 2020, we are resuming the normal process of requesting medical records for facility claim review, audits and recoupments.

How this affects you

We understand the COVID-19 outbreak continues to present challenges for health care facilities. We'll help make this retrospective review as easy as possible by working with you on a reasonable request volume and by not sending all the requests at once.

Facilities overwhelmed by bed capacity, facing a staff shortage or going through other challenges related to COVID-19 may request an extension or accommodation to support these medical record reviews. We'll consider extensions to timelines associated with medical record review requests for both the retrospective and normal review requests.

Next steps

- Starting Nov. 1, 2020, we'll resume the normal process for requesting medical records.
- We're here to help you with the process. If you can't respond to a new request within the required time frame, please request a time extension.
- Retrospective medical record requests incurred between March 8, 2020, and Oct. 31, 2020, may also be eligible for an extended timeline.
- We'll grant requests for additional time on a case-by-case basis.

We're here to help you

Please send any questions about the reviews or time extensions to your Provider Advocate or directly to us at uhc_tn_medicaid_inquiries@uhc.com. Please include “[Facility Name] Medical Record-Audit Inquiry” in the subject line of your email. We'll respond within 24 business hours. Thank you.