



Update on the temporary suspension of medical record requests for Hospital Facilities

The purpose of this notification is to update hospitals about the temporary medical records review, audit and recoupment suspension that went into effect on May 8, 2020. The suspension of medical records requests was one of several short-term administrative flexibilities that were put into place for hospitals in response to the COVID-19 emergency and has recently been extended through March 31, 2021.

What does this mean?

UnitedHealthcare Community Plan of Tennessee (UHCCP) understands that the COVID-19 pandemic continues to present challenges to many hospitals. For hospitals experiencing a shortage of resources and record requests may pose a hardship, you are covered under the record suspension and do not need to take additional action.

However, for hospitals who have the available resources and prefer not to defer record requests, you now have the option to elect to consent to voluntary audit/record submission. Hospitals that desire to voluntarily resume medical records requests and audits may reach out to your Provider Advocate or email us at [UHC TN Medicaid Inquiries@uhc.com](mailto:UHC_TN_Medicaid_Inquiries@uhc.com) and we will respond within 24 business hours.

For hospitals that voluntarily elect to resume activities, UHCCP will collaborate with the hospitals to create a plan to complete the outstanding medical requests, audits and recoupments over an agreed upon time frame. If circumstances change for the hospital, they must notify UHCCP of the challenge so the plan can be reassessed or discontinued. Although a hospital volunteers to resume medical records, audits and recoupment activities, they remain covered under TennCare's suspension through March 31, 2021.

What if I have questions?

Thank you for taking the time to consider this request. If you have questions specific to this effort, please email them to [UHC TN Medicaid Inquiries@uhc.com](mailto:UHC_TN_Medicaid_Inquiries@uhc.com) for our response within 24 business hours. Also available to assist you, are your United HealthCare Provider Advocate or our Provider Services team at 800-690-1606.

Thank you for your partnership.