

23- Medical Record Retention

It is HPN's policy that enrollees have a right to access their medical records, as allowed by law. Providers are required to remain compliant with CMS guidelines. Members who contact HPN requesting access to their medical records will be instructed to contact their providers of care, and when necessary, HPN will assist the member in obtaining records.

HPN requires its contracted practitioners and institutional providers to have policies and procedures that describe how and under what circumstances medical records are made available to their patients.

Providers are expected to remain in compliance with CMS guidelines and retain patients' medical records in compliance with the Centers for Medicare and Medicaid Services (CMS) medical record retention requirement. Since January 2009 the CMS medical record retention requirement has been ten (10) years. Please understand that this medical record retention requirement is subject to change at the discretion of CMS and it is each provider offices' responsibility to ensure compliance with any future modified medical record retention requirements mandated by CMS.