

Annual primary care provider audit

Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this information is specific to the MMC and CHPlus programs only.

Well-documented medical records accurately and completely reflect the care provided to a patient. In our commitment to providing a system of quality care, our Quality Management department is conducting an annual medical record review for documentation standards. Our Quality Management department will send a request for 5 to 7 clinical charts if your practice is selected for the audit. Not all practices or providers will be selected. Providers are selected for the audit depending on most recent audited date, practice size, and number of members assigned to practitioners. If you or your practice is selected, a letter will follow with specific instructions on what documentation to supply to satisfy the audit criteria.

Please contact wnyquality@amerigroup.com with any questions or concerns. Thank you for assisting in this quality initiative.

If you have questions about this communication or need assistance with any other item, visit the *Contact Us* section at the bottom of our provider website (<https://providerpublic.mybcbswny.com>) for up-to-date contact information or call Provider Services at **866-231-0847**.



Email is the quickest and most direct way to receive important information from Highmark Blue Cross Blue Shield of Western New York.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (bit.ly/NYwesternmp).



<https://providerpublic.mybcbswny.com>

Amerigroup Partnership Plan, LLC provides management services for Highmark Blue Cross Blue Shield of Western New York's managed Medicaid. Amerigroup Partnership Plan, LLC brinda servicios administrativos para Medicaid administrado de Highmark Blue Cross Blue Shield of Western New York.

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