Appendix D:
PROCEDURE FOR CALCULATING MEDICAL RECORD SUBMITTAL RATES

According to the ODJFS Provider Agreement, managed care plans are required to submit a minimum of 85 percent of the medical records requested for the encounter data and clinical quality of care studies.

It is possible that inclusion in the study sample may not require a visit to the provider to be included in the sample. When calculating the medical record submission rate, the external quality review organization (EQRO) will search the administrative claims data to determine if the member for whom no medical record was submitted has an encounter to a physician during the study period. If a member does not show an encounter to a physician during the time period by the study, this member will be removed from the numbers used to calculate the medical record submission rate. This methodology does not apply to the Encounter Data Omission Study.

An example of the proposed rate calculation is shown below:

The MCP was requested to send 100 medical records for a study.

Eighty medical records were sent to the EQRO. Twenty medical records were not submitted.

After searching the encounter file, it was determined that 15 of the members did not have an encounter during the time period covered by the study. The record submittal rate is calculated as follows:

100 medical records due to EQRO
 15 member had no encounters with a physician
 85 medical records could have been sent to EQRO
 80 were sent to EQRO

The record submittal rate is 80/85 or 94%.

The final calculation takes into account the medical records that could not be sent since the member did not visit a physician during the study year.