## REVISED 2022 MRDR TIMELINE

## Random selection of providers:

- •10 Behavioral Health Providers
- •6 Primary Care Physicians CÓMPLETED

Random selection of Empower members (5 per provider). COMPLETED

Announce launch of 2022 MRDR in Provider Newsletter June 2022 -COMPLETED

Create MRDR Tracker for MR requests and receipt by Empower. COMPLETED

Complete NLs for all providers; indude:

- •1st MR request and Member List
- Provider Training
- Review Checklist
- •MR submission
- Submission deadline IN PROGRESS

Identify provider contact person for MRDR assistance. IN PROGRESS

Send NL and MRR to all providers. IN PROGRESS

Once received, begin preliminary MR review to note any missing documentation.

Notify providers of any missing documentation from MRs received.

Follow-up with providers 2 weeks after MRR sent to assist as needed.

Contact provider if requested MRs not received by deadline date.

Send 2<sup>nd</sup> MR request letter.

Begin a full review of submitted/SHARE medical records. (Review will begin immediately upon receipt of complete requested MRs by Empower)

Continue reviewing Submitted/SHARE medical records.

Complete member checklists and individual provider scorecards following each MR review.

Send RL to each provider once their MR review is completed.

Continue reviewing Submitted/SHARE medical records.

Complete member checklists and individual provider scorecards following each MR review.

Complete summary scorecards for all provider sub-groups.

Send RL to each provider once their MR review is completed.

Complete all scorecards for Behavioral Health Providers and Primary Care Physician groups.

Complete RLs for all participating providers.

Send RLs to all providers.

Prepare review summary report.

May 2022

June 2022

July 2022

August 2022

September 2022

October 2022

November 2022

December 2022

MRDR-Medical Record NL-Notification Letter Documentation Review RL-Results Letter MR-Medical Record

