



SENIOR & LONG TERM CARE DIVISION

COMMUNITY SERVICES BUREAU

Home Health Policy Manual

Title: Home Health Policy 602
Section: ADMINISTRATIVE REQUIREMENTS
Subject: Provider Responsibilities
Reference: ARM 37.40.702, 42 CFR Part 484
Supersedes: Policy 602, Issued 05/01/1999

GENERAL RULE

All providers of Home Health services have the following responsibilities:

1. To retain medical records which fully disclose the extent and nature of services provided to members and which support fees charged or payments made;
2. To keep, establish, and maintain accounting records that accurately identify, classify, and summarize all funds and monies received and disbursed, and provide an adequate audit trail;
3. To accept Medicaid payment in full and never charge a member additional money unless it is to meet copayment requirements.
4. To ensure the confidentiality of member records and other information related to members;
5. To make Medicaid records available for audit by authorized state and federal staff; and
6. To retain medical and financial records, supporting documents, and all other records supporting services provided for six years and eight months. If any litigation, claim, or audit is started before the end of the six years and eight month period, records must be retained until all litigation, claims or audit findings are resolved.