

# PROVIDER Bulletin



November 29, 2017

This Provider Bulletin applies to the lines of business and provider types checked below:

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|--|---|---|
| <input checked="" type="checkbox"/> PHP (Medicare) | <input checked="" type="checkbox"/> Primary Care Physicians | <input checked="" type="checkbox"/> Specialists |
| <input checked="" type="checkbox"/> PHC (Medicaid) | <input type="checkbox"/> Ancillary                          | <input type="checkbox"/> Hospitals              |

REMINDER TO PARTICIPATING NETWORK SPECIALIST, a written response from the specialist should be provided to the PCP within three (3) weeks of care for inclusion in the member's medical record.

## Clinical Notes

Clinical/Progress notes are a critical element of the patient visit with a Specialist. PHP/PHC would like to remind specialists physicians to send their consultation and follow-up progress notes to the patient's Primary Care Provider. The purpose and role of clinical/progress notes per standards of care are but not limited to:

### To document professional work:

- To record what was done, by whom, when, where, why and with what results;
- To document assessment, differential diagnosis, treatment and other services provided.

### To serve as the basis for continuity of care of the patient by the practitioner:

- To record clinically meaningful information of the patient's response to treatment and other services, problems experienced in treatment, key historical facts and details of substantive collateral contacts;
- To create a record of the history of the patient's complaints, symptoms, comorbidities, assessments, diagnoses, treatment so that the treating practitioner and other practitioner who are, or who later become involved in working with the patient can use this information to identify trends, guide their assessment and guide their development and implementation of their treatment/service plans.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to [remon.walker@phcplans.org](mailto:remon.walker@phcplans.org)