



COMPLIANCE BULLETIN

SUPPORTING HIGH QUALITY SERVICES THROUGH HIGH QUALITY STANDARDS

Bulletin #30

October 17, 2011

CLONED DOCUMENTATION

Palmetto, the Medicare intermediary who processes our claims, has begun sending out the following information to providers. Although this has never been a noticeable issue in our County system, we felt it was important to share with you as an indicator of where things are headed in terms of increased oversight by payors.

Palmetto's message:

"When documentation is worded exactly like or similar to previous entries, the documentation is referred to as cloned documentation.

"Whether the cloned documentation is handwritten, the result of pre-printed template, or use of Electronic Health Records, cloning of documentation will be considered misrepresentation of the medical necessity requirement for coverage of services. Identification of this type of documentation will lead to denial of services for lack of medical necessity and recoupment of all overpayments made.

"It would not be expected that every patient had the same exact problem, symptoms, and required the exact same treatment. Cloned documentation does not meet medical necessity requirements for coverage of services rendered due to the lack of specific, individual information for each unique patient.

"Documentation exactly the same from patient to patient is considered cloned and often occurs when services have a specific set of limited or select criteria. Cloned documentation lacks the patient specific information necessary to support services rendered to each individual patient."

Please feel free to contact me if you have any questions.

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