## **ELECTRONIC FILING AND SIGNATURE**

## FREQUENTLY ASKED QUESTIONS

Questions	Answers
Can a Medicaid Provider use electronic filing methods for the storage of provider service records?	The requirement to keep hard copies was removed from the Medicaid provider agreement.
	If an agency decides to use a paperless filing system the following still apply:
	• IDAPA 16.05.07.101.01. Documentation of Services. Providers must generate documentation at the time of service sufficient to support each claim or service, and as required by rule, statute, or contract. Documentation must be legible and consistent with professionally recognized standards. Documentation must be retained for a period of five (5) years from the date the item or service was provided. Documentation to support claims for services includes, but is not limited to, medical records, treatment plans, medical necessity justification, assessments, appointment sheets, patient accounts, financial records or other records regardless of its form or media.
	• IDAPA 16.05.07.101.02. Immediate Access to Records. Providers must grant to the Department and its agents, the U.S. Department of Health and Human Services and its agents, immediate access to records for review and copying during normal business hours.
	• Idaho Code § 56-226(7)(b). Medicaid fraud control unit. Providers must allow the Office of Attorney General's Medicaid Fraud Control Unit to enter upon the premises to: examine all accounts and records that are relevant in determining the existence of fraud in the Medicaid program; investigate alleged abuse or neglect of Medicaid recipients; or investigate alleged misappropriation of patients' private funds.

Questions	Answers
	<ul> <li>The Provider agrees to comply with the Health Insurance Portability and Accountability Act (HIPAA), §§ 262 and 264 of Public Law 104-191, 42 USC § 1320d, and federal regulations at 45 CFR Parts 160 and 164. The Provider shall comply with all amendments of HIPAA and federal regulations made during the term of their provider agreement.</li> </ul>
	The Provider specifically acknowledges its obligation to comply with 45 CFR Section 164.506, regarding use and disclosure of information to carry out treatment, payment or health care operations.
	The provider agrees to protect the confidentiality of identifying participant information that is collected, used, or maintained according to IDAPA 16.05.01, "Use and Disclosure of Department Records," and 42 CFR § 431.300.
	The Provider is encouraged to use Medicaid's "Original Records Destruction Check List" to ensure scanned records meet quality standards prior to destruction of original documents. The Provider is responsible to ensure the quality and completeness of all scanned documents.
Does the Department accept electronic signatures?	Idaho Medicaid has adopted the current Medicare electronic signature policy for physician/midlevel orders and other medical record documentation for medical review purposes. For more information, please read the complete <a href="Idaho Medicaid Electronic Signature Policy">Idaho Medicaid Electronic Signature Policy</a> .