

## **OHCA Minute: Legibility**

### **Health Care Authority staff determines medical necessity of all requested services**

Medical directors of the Oklahoma Health Care Authority (OHCA) review - documentation attached to request for services in order to determine medical necessity. Comparison is then made to guidelines based on current standards of care and supported by evidence-based medicine reports.

Medical documentation must be legible.

With the advent of electronic medical records, the vast majority of records are easily legible. The OHCA still receives a significant number of handwritten medical records. While many of them are easily legible, those that are not, automatically result in a denial of service. An illegible record cannot be evaluated. The external note attached to the file at the time of denial, which is visible on the Provider Portal, will note the reason for denial as “illegible records” to help the provider.

Resubmitting the same files will not help. If the record is partially legible, and enough information can be read to satisfy the requirements for approval, the service will be approved. However, limited resources and quantity of reviews does not permit extended time attempting to decipher illegible text.

[MD-DDS.Inquiries@okhca.org](mailto:MD-DDS.Inquiries@okhca.org) is available for questions addressed to the OHCA medical directors regarding prior authorization approvals or denials. As a reminder, this email address is available only to contracted MD, DO, DDS, APRN and PA providers.

The OHCA wishes to thank all providers who provide medical care to our members.