

**NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
BISMARCK, NORTH DAKOTA
August 8, 2012**

IM 5145

TO: County Social Service Directors
Economic Assistance Policy Regional Representatives
Economic Assistance Policy Quality Control Reviewers

FROM: Maggie Anderson, Director, Medical Services

SUBJECT: **Electronic Narratives Mandated for Medicaid and Healthy Steps**

PROGRAMS: Medicaid and Healthy Steps

EFFECTIVE: Immediately

RETENTION: Until published in the Medicaid and Healthy Steps Manuals

SECTIONS AFFECTED: **New sections will be established**

Complete and accurate narratives are an essential part of proper case management. They are necessary for the completion of reviews of eligibility determinations by the Payment Error Rate Measurement (PERM) vendor and Quality Control processes as well as for other county and state reviews. The narratives are also vital if a case is appealed, if a case is transferred to a new worker, and when assistance is sought from the state agency.

Accordingly, all Medicaid and Healthy Steps cases must include **electronic narratives** (in Lotus Notes) to support eligibility, ineligibility, and other actions related to the case. The narrative must be detailed to permit a reviewer to determine the reasonableness and accuracy of the determination. Complete and accurate narratives include documenting the action taken; what the action was based on; sources of the information used; or if no action was taken, the reason for no action. Narratives are also required to document contacts with the applicant, recipient, or other individuals regarding the case, regardless of whether the contact had an impact on the case.

If you have any questions, please contact your Regional Representative.