

**!** January 1, 2021 at 12:00 PM CT

Applicable to all states except NC.

**2021 Administrative Guide for Commercial, Medicare Advantage and DSNP**

[Welcome to UnitedHealthcare 2021 Administrative Guide](#)

[Quick reference guide 2021 Administrative Guide](#)

[Introduction - Ch. 1, 2021 Administrative Guide](#)

[Provider responsibilities and standards - Ch.2, 2021 Administrative Guide](#)

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# Medical records standards

## Chapter 12, 2021 UnitedHealthcare Administrative Guide

### Access to records

Unless otherwise stated in your Agreement, you are required to:

- Send copies of our members’ medical, financial, administrative and other records.
- Supply records within 14 calendar days, free of charge.
  - Supply records faster in certain circumstances.
- Maintain and protect records for 10 years.
  - Some situations may require a longer period; e.g., MA r
- Give access to records for all dates of service that occurred w
- Assist us, or our designee, in completing chart reviews for MA

### Medical record standards

Access medical record tools, templates and patient safety resources

# and requirements - Healthcare Administrative

ve, or purchasing and leasing records.

member records must be retained for 10 years.  
when you were a contracted provider.  
A members.

es on [UHCprovider.com/patient](https://UHCprovider.com/patient).