

## Provider Notice

**To:** All Network Providers  
**From:** PerformCare  
**Date:** January 27, 2025  
**Subject:** AD 25 104 Documentation Reminder

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To assist our Providers with the accuracy and timeliness of processing of their prior authorization requests, PerformCare is issuing the following Provider Notice as a reminder of existing Pa. Code requirements relating to the alteration of Member records. Specifically, **55 Pa. Code § 1101.51. Ongoing responsibilities of providers. (e)(1)(iii)** states, "Entries shall be signed and dated by the responsible licensed provider. Care rendered by ancillary personnel shall be countersigned by the responsible licensed provider. Alterations of the record shall be signed and dated." (<https://www.pacodeandbulletin.gov/Display/pacode?file=/secure/pacode/data/055/chapter1101/s1101.51.html>). Therefore, any alterations made to Member records should be signed and dated. This includes, but are not limited to, any edit, clarification, addition, and strike thru made to a submitted prior authorization document. Such documents include, but are not limited to, Evaluations, Written Orders, IBHS assessments, Treatment Plans, ISPT Summary, and ISPT Sign-in. Failure to sign and date any form submitted to PerformCare with alterations may result in delayed processing until the signed and dated document is received. Please note, initials may only be used as a substitution for a full signature if the provider maintains a signature log in - house of initials which can be used for authentication.

Providers should ensure that all applicable chapters of the PA Code are followed, found here: <https://www.pacodeandbulletin.gov/Display/pacode?titleNumber=055&file=/secure/pacode/data/055/055toc.html&searchunitkeywords=&operator=OR&title=null>.

Thank you for your continued cooperation and service to our Members. Please contact your Account Executive with any questions.

This memo takes effect **March 1, 2025**.

cc: Lisa Hanzel, PerformCare  
Scott Suhring, Capital Area Behavioral Health Collaborative  
Missy Wileman, Tuscarora Managed Care Alliance  
PerformCare Account Executives