



# PROVIDER UPDATE

## **New Medical Record Standard: Document member consent for virtual visits in medical records.**

**Effective Jan. 1, 2023**, providers must document a member's verbal consent in their medical record for telehealth and virtual visits.



Review all medical record standards in the Provider Manual by scanning the QR code or visiting [hho.fyi/med-record-standards](https://hho.fyi/med-record-standards).

For more information, call Provider Services at 1-844-325-6251, Monday–Friday, 8 a.m.–5 p.m.