Refuse to provide process begins sanctions records non-compliance found Records Not Received **Further** If applicable notice of refferal to Program Integrity Office Report of findings that contact provider to clarify missing records sumarizes evidence to Incomplete/untimely Evidence found of Corrective action non-compliance taken by agency You-Send-It and/or Certified Mail provider records Letter sent as attacment via Request letter is composed detailing required elements Records are received and Records are required for Discovery of possible review/investigation non-compliance date stamped **Provider Records Request Process** report summary sent Complete/timely Complete review non-compliance No evidence of in 30 days records