**Writing Case Notes in SMART FACTS**

The information you enter into the ”Describe the Primary Issue” section of SMART FACTS is where the OIG and CMS will look to determine what is happening with the case. This section is where you will include all details of the case. Be as concise as possible in your documentation. Also be objective and factual. Remember that the individuals reading your case notes may not be familiar with State or SMP acronyms or terminology.

In addition, case notes allow you to record what you have done with the complainant so that, if they come back again or if CMS/OIG has questions, anyone within the SMP can determine what you have done and discussed in the past. This saves time and frustration for all involved by minimizing effort and repetition. Also, should problems arise in the future, good documentation can help you figure out what transpired allowing you to better analyze and resolve the situation.

Every SMART FACTS Complex Issues form you enter should have a case note saved with it, even if that note is brief.

Case Notes Tips:

1. Briefly describe the situation as the complainant described it to you. Keep in mind that this is your time to explain the situation to CMS and/or the OIG. Describe the situation in full. Try not to leave out details. CMS/OIG may find meaning in details we do not.
2. Record actions you take for the complainant and/or that the complainant took on their own behalf. For example if you contacted another party on their behalf (i.e. Medicare, plan, doctor’s office) be sure to include the date, time and name of the person you talked to, what you talked to them about, and include any resolutions.
3. Include anything else that may be beneficial to CMS or OIG investigators.
4. Be objective and factual – Please do not enter subjective observations.
5. Avoid using State or SMP specific acronyms. If you do need to use them make sure you also explain what they mean.
6. As you write your case note keep in mind that this is your time to explain the issue. Make sure it makes sense to someone who wasn’t sitting with you when you met with the complainant.