



A Public Entity

Inland Empire Health Plan



To: IEHP All PCPs and IPAs
From: IEHP – Provider Relations
Date: February 28, 2022
Subject: **New Facility Site Review and Medical Record Review Tools and Standards effective March 1, 2022 – DHCS APL 20-006**

Inland Empire Health Plan (IEHP) would like to remind you that in March 2020, the Department of Healthcare Services (DHCS) released **APL 20-006 - Facility Site Review (FSR) and Medical Record Review (MRR)** that announced changes to the criteria and scoring of DHCS' FSR/MRR audit tools and standards. Changes include updates to the FSR/MRR Corrective Action Plan (CAP) Process. Due to the COVID-19 PHE, implementation of the updated tools and standards were postponed.

IEHP has since been notified by DHCS that the new implementation date of the updated FSR/MRR tools and standards will now be **March 1, 2022**.

What does this mean for IEHP PCPs?

As of March 1, 2022, IEHP and its collaborative partners will conduct site reviews and CAPs according to the latest standards in the FSR and MRR audit tools. New IEHP PCPs, including those joining Provider sites already in IEHP's network, are required to undergo an initial site review, consisting of both an FSR and MRR utilizing the updated tools. The updated FSR and MRR tools will be utilized for all audits going forward.

The latest FSR and MRR standards, tools, and audit resources can be found on our Provider portal at:

www.iehp.org > Providers > Provider Resources > FSR Training

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:
www.iehp.org > Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.