



Welcome to UnitedHealthcare Community Plan of California! We look forward to working with you to support our Triple Aim of improved quality, better health outcomes and better cost for our members.

Quality Reviews

The California Department of Health Care Services (DHCS) has certain regulatory requirements for all Medi-Cal managed care health plans. These include quality audits of a Facility Site Review (FSR) and Medical Record Review (MRR).

Quality audits are comprehensive evaluations of your facility, administration, and medical records. The review and certification of primary care provider (PCP) sites is a DHCS requirement Title 22, California Code of Regulations, Section 53230. You can view the policy at dhcs.ca.gov > Forms, Laws & Publications > Bulletins, Information Notices, and Letters > Medi-Cal Managed Care All Plan and Policy Letters.

Facility Site Review Requirements

To support the facility site review, our quality team:

- Conducts site reviews and, when applicable, medical record reviews to provide appropriate primary health care services.
- Implements processes that support continuity and coordination of care.
- Maintains patient safety standards and practices.
- Operates in compliance with all applicable local, state, and federal laws and regulations.

A facility site review is required as part of the credentialing process when both the facility and the care provider are added to the contracted provider network. A site review may not be needed if the care provider's facility currently has a passing site review survey score. Certified site reviewers conduct site reviews as part of the credentialing and recredentialing process.

To avoid multiple FSR reviews, managed care plans in California have agreed to have one plan conduct a review that will be accepted by all the managed care plans. This means a PCP needs to pass one certified FSR and MRR to be eligible with all the Medi-Cal plans in a given county.

A detailed corrective action plan is given to a care provider who doesn't pass an audit. Care providers must follow the plan's timelines and reporting requirements. As part of the corrective action plan we may review sites more frequently. Care providers with an FSR or MRR score of 79 percent or less will be removed from our provider network regardless of survey scores if the corrective action plan isn't followed. They can appeal if they're removed from the network.

Facility Site Audit Types

Initial Site Review

This is the first inspection of a site that hasn't previously been reviewed. It can also be a PCP site that hasn't had a passing review in the past three years.

- **Facility Site Review**

This is the review of a facility using approved DHCS audit tools. It may include a MRR at the same visit.

- **Medical Record Review**

A review of medical records conducted within 90 calendar days of the date we first assign members to a care provider. This review is done every three years using approved DHCS audit tools.

If a PCP site has multiple PCPs on the same medical record, we'll consider these to be a "shared" medical record system. Shared medical records can belong to any PCP at the site. Quality Registered Nurses will review at least 10 records if one to three PCPs share records, 20 records if four to six PCPs share records and 30 records if seven or more PCPs share records.

Periodic Site Review

A periodic review must be conducted within 3 years of an initial site review or a previous periodic review. The periodic review consists of a FSR and MRR.

Interim/Focused Facility Site Review

This is a targeted audit of one or more specific areas. A facility site review must be conducted within 30 days of a PCP moving to a new location. Care providers must notify us at least 30 days before the move.

Physical Accessibility Review Survey

This review is conducted with each initial and periodic review and may also be conducted on high volume specialist and ancillary service providers. The Physical Accessibility Review Survey (PARS) is informational and doesn't require a corrective action plan.

Resource Binder

The following resources are available to help you and your staff comply with DHCS regulations. There are self-assessment checklists, example policies and procedures, DHCS Policy Letter 12-006 PARS and the California Medi-Cal Care Provider Manual.

We're Here to Help

If you have questions, check out the [Quality Facility Site Review Resources](#). You can also email the Quality Department at UHCSCAQualityDepartment_DL@ds.uhc.com. Thank you.