

# Memorandum

**To:** Gold Coast Health Plan (GCHP) Providers

**From:** Steve Peiser, Senior Director of Network Management

**Re:** **Temporary Changes to Site Review and Annual Medical Audit Policies**

**Date:** April 29, 2020

The state Department of Health Care Services (DHCS) has temporarily changed policies regarding site reviews and medical audits to mitigate the effects of the COVID-19 pandemic. The policy update, issued in [All Plan Letter \(APL\) 20-011](#), is in response to Governor Gavin Newsom's April 22 Executive Order.

## **Plan Site Reviews and Subcontractor Monitoring**

DHCS is allowing health plans to temporarily suspend the contractual requirement for in-person site reviews, medical audits of plan subcontractors and network providers, and similar monitoring activities that would require in-person reviews.

In accordance with this policy, Gold Coast Health Plan (GCHP) will begin to explore alternatives to in-person site reviews, such as site reviews that are conducted virtually. In addition, please be advised that DHCS may require GCHP to complete follow-up onsite site reviews as allowable under future guidance. GCHP will further explore virtual alternatives to onsite verifications for provider Corrective Action Plans (CAPs). If alternatives to onsite verification are not feasible, GCHP may consider extensions on outstanding provider and subcontractor CAPs.

## **Annual Medical Audit**

DHCS' Audits and Investigations' annual medical audit is being suspended due to COVID-19. However, this does not preclude health plans from complying with all currently imposed CAP requirements. GCHP will be required to meet any milestones outlined in the CAP process. To that end, GCHP will continue to require that its network providers and subcontractors provide the Plan with the necessary information, as requested, to help meet these milestones.

If you have any questions, please contact GCHP's Provider Relations Department at [ProviderRelations@goldchp.org](mailto:ProviderRelations@goldchp.org).