



# PROVIDER *bulletin*

Date 10/11/2021

## **APL 20-006 SITE REVIEWS: FACILITY SITE REVIEW AND MEDICAL RECORD REVIEW**

Dear Provider,

The Department of Health Care Services (DHCS) released All Plan Letter (APL) 20-006 to provide guidance on updates to the site review processes, which includes Facility Site Review (FSR) and Medical Record Review (MRR) policies. The APLs referenced within this bulletin will take effect on January 1, 2022. APL 20-006 requirements supersede APLs 14-004, and APL 03-007. This information is provided so that you are aware of the new requirements for FSRs and MRRs.

Kern Health Systems (KHS) is required to conduct FSRs and MRRs as part of our Quality Improvement Program and the Credentialing and Recredentialing process for network providers. Each provider must pass an initial FSR prior to assignment of members. Once members are assigned, each provider site must pass an initial MRR every three years and each site must pass subsequent site and medical record reviews. The new DHCS FSR and MRR tools and standards will be utilized beginning January 1, 2022. The tools and training videos will be made available as soon as we receive DHCS approval. When a provider site passes a site review, a Certified Quality Provider Certificate will be issued by KHS.

To review the changes and access the updated tools, standards, and training video, please visit the Quality Improvement page on the KHS website under the "Providers" tab. Please see the direct link below:

<https://www.kernfamilyhealthcare.com/providers/quality-improvement/>

When a provider fails a FSR or MRR, KHS will notify the provider site of the results, the deficiencies, and any Corrective Action Plan (CAP) requirements. KHS will not assign new members to network provider sites that fail an FSR or MRR until KHS has verified the provider site has corrected the deficiencies and the CAP is closed. Provider sites that fail on either the FSR or MRR for two consecutive site reviews must receive a minimum passing score on the next FSR and MRR (including those sites with open CAPs in place) to remain in KHS' network. If a provider site fails on its third consecutive attempt, the provider site must be removed from KHS' network and its members must be reassigned to other network providers, as appropriate and contractually required.

KHS will not assign new members to providers who do not correct site review deficiencies within the established CAP timelines. KHS will verify the provider site has corrected the deficiencies and the CAP



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is closed. If the CAP cannot be closed within the established timeline, KHS will remove any provider from the network who does not come into compliance with review criteria and CAP requirements. KHS will appropriately reassign that provider's KHS member to other network providers.

A CAP is required for all cited deficiencies for provider sites that have a deficiency in a critical element or receive a conditional passing score on the FSR or MRR tool, on a focused review, or for deficiencies identified by KHS or DHCS through oversight and monitoring activities. CAP documentation will identify:

- The specific deficiency
- Corrective actions needed
- Projected and actual dates of the deficiency correction
- Reevaluation of the timelines and dates
- Responsible persons

Closed CAP documentation must include:

- Documentation of problems in completing corrective actions (if any)
- Resources and technical assistance provided by KHS
- Evidence of the corrections
- Completion and closure dates
- Name and title of the KHS reviewer

APL 20-006 can be located:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-006.pdf>

Once all trainings and tools are available, an additional notification will be sent out to your office. After training material has been provided to you, an attestation will be required from your office.

If you have any questions, please feel free to contact your Provider Relations Representative at 661-664-5000.

Thank you,

Melissa Lopez  
Provider Relations Manager  
Kern Health Systems