



June 21, 2022

### Facility Site Review/Medical Record Review APL 20-006

Dear Provider,

The Department of Healthcare Services (DHCS) has made updates to the site review process, which includes Facility Site Review (FSR) and Medical Record Review (MRR) policies. DHCS has updated the FSR and MRR standards and criteria to reflect current guidelines of professional organizations by expanding certain criteria, re-organizing the criteria groups to help better identify deficiencies, and adjusting the scoring methods to better generalize the scores.

DHCS is in the process of releasing All Plan Letter (APL) 20-006 to reflect these updates. Although the APL is not final, the updated tools for FSR and MRR are effective July 1, 2022. This APL includes changes made to the criteria and scoring of DHCS' FSR and MRR tools and standards. This APL supersedes Policy Letters (PL) 14-004, PL 03-002, and APL 03-007. You can access the APL by using the hyperlink:

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

DHCS recognizes the extent and impact of these changes. Providers and staff should remain informed of and begin training on the updates to FSR and MRR criteria and standards. In the spirit of collaboration, 22 California Managed Care Plans (MCP) have partnered through Collaborative efforts to provide training and resources to our Primary Care Physicians (PCP). The Collaboration is proud to announce the completion of the FSR/MRR Video series. This video series will explain changes to the current guidelines corresponding to the APL 20-006.

To access the training videos, please visit:

<https://www.youtube.com/channel/UCSAQ9JnKClzqQNICvtmdzxQ>

Each video is approximately 35 minutes.

The KHS website has additional resources available for your office. Please visit:

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

An attestation will be sent to your office in the near future which will need to be signed confirming completion of the FSR and MRR training materials.

If you have any questions, please feel free to contact your Provider Relations Representative at 1-800-391-2000.

Thank you,

Melissa McGuire  
Deputy Director of Provider Network