

**June 4, 2021**

## **Upcoming DHCS Audit**

Dear provider,

The California Department of Health Care Services (DHCS) will be conducting its annual audit of the Health Plan of San Mateo (HPSM) in two months. Your practice may be selected for an onsite visit or receive a request for medical records, and it is important that you respond and participate in these requests.

- **What is happening?**

DHCS is performing its annual audit of HPSM from August 30 through September 10, 2021.

- **What information is involved?**

The audit will cover the timeframe of November 1, 2019 through July 31, 2021.

- **What does this mean for me?**

DHCS will be calling several provider sites to schedule onsite visits. Your site may be selected.

- **What can I do?**

Please make sure your staff is aware that DHCS may schedule an onsite visit. Also plan to participate fully in the interview and provide DHCS any information the auditors request.

- **Where can I find more information?**

Contact our Provider Services Department at **650-616-2106**.

- **What about regulatory information?**

DHCS has a right to inspect records of any HPSM contracted provider. Please refer to your provider contract with HPSM, and the following regulatory citations: 45 CFR 164.5

Thank you for your continued commitment to our community,  
The Health Plan of San Mateo