

Provider Network Update

September 20, 2018

Subject: DEPARTMENT OF HEALTH CARE SERVICES (DHCS) AUDIT of HPSM NOTICE

What is Happening?	DHCS is performing its annual audit of HPSM from October 9, 2018 through October 19, 2018.
What Information is Involved?	The audit will cover the timeframe of November 1, 2017 through September 30, 2018.
What We Are Doing:	We are notifying you that DHCS will be calling several provider sites to conduct telephone interviews.
What You Can Do:	<p>Please make sure your staff is aware that DHCS may call to schedule an interview.</p> <p>Please participate fully in the interview, providing DHCS access to any information the auditors request.</p>
Other Important Information:	DHCS is not planning on-site visits this year. Interviews will occur by telephone.
For More Information:	Contact the HPSM Provider Services Department at 650-616-2106.
Regulatory Information:	<p>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:</p> <p>45 CFR 164.512, 45 CFR 164.506 and 45 CFR 164.512(d)</p>

Thank you,
Provider Services Department
Health Plan of San Mateo