

Provider Network Update: Notice of Upcoming DHCS Audit

September 18, 2019

Dear provider,

The California Department of Health Care Services (DHCS) will be conducting its annual audit of 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.

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| What is Happening? | DHCS is performing its annual audit of HPSM from November 4, 2019 through November 15, 2019. |
| What Information is Involved? | The audit will cover the timeframe of November 1, 2018 through October 31, 2019. |
| What does this mean for me? | DHCS will be calling several provider sites to schedule onsite visits. Your site may be selected. |
| What You Can Do: | <p>Please make sure your staff is aware that DHCS may call to schedule an onsite visit.</p> <p>Please participate fully in the interview, providing DHCS access to any information the auditors request.</p> |
| For More Information: | Contact the HPSM Provider Services Department at 650-616-2106. |
| 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 164.512, 45 CFR 164.506 and 45 CFR 164.512(d) |

Thank you,

Provider Services Department
Health Plan of San Mateo