



Inland Empire Health Plan



**To:** All PCPs and IPAs  
**From:** IEHP – Provider Relations  
**Date:** June 1, 2022  
**Subject:** **UPDATE - Facility Site Review (FSR) and Medical Record Review (MRR) Tools and Standards – Effective July 1, 2022**

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The Department of Healthcare Services (DHCS) has delayed the effective date for the release of their new **Facility Site Review (FSR) and Medical Record Review (MRR)** requirements, including the changes made to the criteria and scoring of the **DHCS FSR/MRR audit tools and standards**. Additional changes also include updates to the **FSR/MRR Corrective Action Plan (CAP)** process.

The new effective date is **July 1, 2022**.

### **What does this mean for IEHP Providers?**

**As of July 1, 2022**, IEHP and its collaborative partners will conduct site reviews and CAPs according to the latest standards in the FSR and MRR audit tools. New IEHP PCPs, including those joining Provider sites already in IEHP's network, are required to undergo an initial site review, consisting of both an FSR and MRR utilizing the updated tools. The updated FSR and MRR tools will be utilized for all audits going forward.

**The latest FSR and MRR standards, tools, and audit resources can be found on our Provider portal at:**

**[www.iehp.org](http://www.iehp.org) > Providers > Provider Resources > FSR Training**

As a reminder, all communications sent by IEHP can also be found on our Provider portal at:  
[www.iehp.org](http://www.iehp.org) > Providers > Plan Updates > Correspondences

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347 or email [ProviderServices@iehp.org](mailto:ProviderServices@iehp.org).