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To: All Medi-Cal PCPs & IPAs

From: Provider Relations

Date: September 6, 2023

Subject: **IEHP's Annual DHCS Audit – Your Office May Be Visited by a DHCS Auditor**

The Department of Health Care Services (DHCS) is conducting an annual audit of Inland Empire Health Plan (IEHP) **September 18 – September 30, 2023.**

During the audit, DHCS auditors **may** choose to visit primary care offices. DHCS auditors may review facilities and speak with physicians, office administrators or managers about services provided to IEHP Members.

The auditors may also ask questions about IEHP's operations, guidance to the practice and instructions for day-to-day protocols when serving IEHP Members.

We do not know which offices DHCS may choose to visit during the audit period of September 18 – September 30, 2023.

★ **If DHCS chooses to visit your office, we ask that you cooperate completely with the DHCS audit team, including providing any medical records upon request.**

Thank you for being a partner in our IEHP network and serving our community.

As a reminder, all IEHP communications can be found at: www.iehp.org > Providers > Plan Updates > Correspondence

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