

## Department of Health Care Services (DHCS) Facility Site Review (FSR) and Medical Record Review (MRR) Fact Sheet

- The facility site review (FSR) is a comprehensive evaluation of the facility, administration and medical records that are conducted to ensure conformance with the California Department of Health Care Services (DHCS) and regulatory agency standards.
- DHCS conducts site reviews to ensure that all primary care provider (PCP) sites used by Managed Care Plans (MCPs) to deliver health care services to MCP members, have sufficient capacity to:
  - Provide appropriate primary health care services;
  - Carry out processes that support continuity and coordination of care;
  - Maintain patient safety standards and practices; and
  - Operate in compliance with all applicable local, state, and federal laws and regulations.
- DHCS requires all Medi-Cal Managed Care Plans to conduct a Full Scope Facility Site Review (FSR) and Medical Record Review (MRR) for all network PCP sites as part of the initial credentialing process and at least every 36 months, thereafter.
- New PCP sites must pass their initial FSR before receiving Medi-Cal member assignments. An Initial MRR is conducted approximately 3-6 months following the first member assignment.
- The FSR and MRR are conducted by DHCS-Certified Nurse Reviewers and scored with standardized DHCS guidelines and audit tools. A detailed explanation of these standards and the FSR/MRR Survey Tool and Guidelines can be found in [DHCS Managed Medical Division Policy Letter 14-004](#).