

Provider Bulletin

Molina Healthcare of California

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August 29, 2025

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REMINDER: Molina Primary Care Provider Facility Site and Medical Record Review Provider Training Webinars

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

All primary care provider (PCP) sites participating in the Medi-Cal Managed Care Program are required by the California Department of Health Care Services (DHCS) *All Plan Letter 22-017* to undergo a Facility Site Review (FSR) and Medical Record Review (MRR) Audit.

From **September to December 2025**, a Molina Healthcare of California DHCS-certified nurse reviewer will provide PCP sites educational webinars for site review preparation. These trainings are for Medi-Cal PCPs who have never undergone a Facility Site Review or PCPs who simply want a refresher.

Facility Site Review (FSR) - Provider Training Webinar

This webinar will review major components of the FSR which includes the on-site inspection, site personnel interview, and document review. Other agenda items include corrective action plan timeline and scoring elements.

Medical Record Review (MRR) - Provider Training Webinar

This MRR webinar examines the main aspects of reviewing medical charts including format, legal documentation standards, documented evidence of preventive care, as well as the coordination and continuity of care services. Other agenda items include chart selection and corrective action plan timeline.

When this is happening:

The first FSR Training will be held on **Friday, September 5, 2025, 12:00 PM - 1:30 PM** Pacific Time. Trainings will continue on Mondays and Fridays, alternating between FSR and MRR. Please refer to the schedule on the MHC website for exact dates and topics.

Provider Action

Providers are encouraged to register for upcoming training sessions by visiting the Molina Provider website at molinahealthcare.com/providers/ca/medicaid/comm/training.aspx.



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

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