



QUARTERLY INSPECTION REPORT

FACILITY:	FACILITY REPRESENTATIVE(S):	QCM REPRESENTATIVE:	DATE OF INSPECTION:
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| 1. Is the Compliance Hotline poster posted in English & Spanish? | 1. YES / NO |
| 2. Is the Notice of Language Services poster posted? | 2. YES / NO |
| 3. Is the Patient Right’s poster posted in English & Spanish? | 3. YES / NO |
| 4. Is the Problem Resolution poster posted in English & Spanish? | 4. YES / NO |
| 5. Is the Notice of Privacy Practices posted in English & Spanish? | 5. YES / NO |
| 6. Are Appeal forms available and accessible to clients in English & Spanish for clients to access without having to make a request to anyone? | 6. YES / NO |
| 7. Are Grievance forms available and accessible to clients in English & Spanish for clients to access without having to make a request to anyone? | 7. YES / NO |
| 8. Are State Fair Hearing forms available and accessible to clients in English & Spanish for clients to access without having to make a request to anyone? | 8. YES / NO |
| 9. Are Request for Change of Provider forms available and accessible to clients in English & Spanish to access without having to make a request to anyone? | 9. YES / NO |
| 10. Are Request for Second Opinion forms available and accessible to clients in English & Spanish to access without having to make a request to anyone? | 10. YES / NO |
| 11. Are self-addressed stamped envelopes available for clients to access without having to make a request to anyone? <small>Quality Care Management ATTN: Beneficiary Concerns 5385 Hollister Avenue, #14, Box 102, Goleta, CA 93111</small> | 11. YES / NO |
| 12. Are there Advanced Directives brochures available and accessible to clients in English & Spanish? | 12. YES / NO |
| 13. Are there Beneficiary brochures (Member Services Q&A) available and accessible to clients in English & Spanish? | 13. YES / NO |
| 14. Are there Network Provider lists available and accessible to clients in English & Spanish? | 14. YES / NO |
| 15. Are there Patients’ Rights & Responsibilities brochures available and accessible to clients in English & Spanish? | 15. YES / NO |
| 16. Are there Medi-cal beneficiary booklets provided to beneficiaries at intake? And are they available and accessible to clients in English & Spanish? And are clients aware that they could request a copy of the booklet upon request? | 16. YES / NO |

COMMENTS:

Signature of Reviewer: _____ Date: _____