



PROVIDER Bulletin

September 9, 2026

This Provider Bulletin applies to the lines of business and provider types checked below:

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| ☐ PHP (Medicare) | ☒ Primary Care Physicians | ☒ Specialists | |
| ☒ PHC California (Medi-Cal) | ☒ Hospitals | ☒ Ancillary | ☐ AHF Grants |

Purpose of This Bulletin

The purpose of this Provider Bulletin is to remind providers servicing Medi-Cal members of requirements related to the provision and documentation of immunizations and preventive services.

Providers are responsible for maintaining complete and accurate medical records that demonstrate that members' immunization needs are assessed and appropriately addressed in accordance with applicable Department of Health Care Services (DHCS) requirements and immunization guidelines.

DHCS Immunization Requirements

Providers are expected to support member access to recommended immunizations consistent with applicable immunization schedules and recommendations, including those established by the Advisory Committee on Immunization Practices (ACIP).

DHCS Medical Record Review standards establish requirements for documenting preventive services and immunizations within the medical record.

Medical records should demonstrate that a member's immunization status has been assessed and that applicable immunizations have been provided consistent with recommended guidelines, unless the immunization is medically contraindicated or refused by the member.

When vaccines are administered, the medical record must contain applicable vaccine administration information, including documentation necessary to identify the vaccine and administration.

Medical Record Review Standards

DHCS Medical Record Review standards establish requirements for documenting preventive services and immunizations within the medical record.

Medical records should demonstrate that a member's immunization status has been assessed and that applicable immunizations have been provided consistent with recommended guidelines, unless the immunization is medically contraindicated or refused by the member.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with PHP and/or PHC California. If you have any questions contact the Provider Relations Department. Please email the Provider Relations Department at CAPR@aidshealth.org.



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When vaccines are administered, the medical record must contain applicable vaccine administration information, including documentation necessary to identify the vaccine and administration.

Provider Documentation Expectations

Providers servicing Medi-Cal members should ensure that the medical record clearly demonstrates, as applicable:

- Immunization history and current immunization status, including immunizations previously received.
- Assessment of recommended immunizations consistent with applicable ACIP recommendations.
- Immunizations administered, including required vaccine administration information.
- Medical contraindications when a recommended immunization cannot be administered.
- Member refusal when a recommended immunization is offered but declined.
- Outreach and follow-up efforts when recommended immunizations have not been completed, as applicable.
- Preventive services provided or addressed as part of the member's care.

When a Recommended Immunization Is Not Completed

When a recommended immunization is not completed, the medical record should contain sufficient documentation to demonstrate that the member's immunization needs were assessed and appropriately addressed.

As applicable, documentation should identify the reason the immunization was not completed, such as member refusal, medical contraindication, missed appointment, or other circumstances, and document applicable outreach and follow-up efforts.

The absence of an immunization entry alone may not provide sufficient evidence to demonstrate that the recommended immunization was assessed and appropriately addressed.

Provider Action

Providers should review their current medical record documentation practices and ensure that:

Immunization status is routinely assessed; recommended immunizations are addressed in accordance with applicable requirements; administered vaccines are appropriately documented; and refusals, contraindications, and applicable outreach or follow-up efforts are clearly reflected in the medical record.

Monitoring

Medical records may be reviewed as part of ongoing oversight and quality monitoring activities to evaluate compliance with applicable Medi-Cal medical record and immunization requirements.



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Identified documentation deficiencies may require provider education, remediation, corrective action, or additional monitoring, as applicable.

Questions?

For questions or additional guidance, please contact your AHF Provider Relations Representative at (888) 726-5411 or CAPR@aidshealth.org.

Regulatory References:

[DHCS APL 26-015, Immunization Requirements](#); [DHCS APL 22-017, Primary Care Provider Site Reviews: Facility Site Review and Medical Record Review](#); applicable DHCS Medical Record Review Standards; and Title 22 CCR § 53861.