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October 2025

To: Hospitals, Long-Term Care Facilities, and Specialty Clinics

Re: Changes to Annual Utilization Report Reminder Communications

The Department of Healthcare Access and Information (HCAI) is providing notice to inform facility administrators of an important change to communication procedures beginning with the 2025 Annual Utilization Report for Hospitals, Long-Term Care Facilities and Specialty Clinics.

Effective December 2025, HCAI will no longer send physical reminder letters to existing Hospitals, Long-Term Care Facilities, and Specialty Clinics required to submit the Annual Utilization Report. All future report due date reminders, including those for the 2025 reporting period, will be sent exclusively via email.

To ensure you continue receiving important notifications, please log into the System for Integrated Electronic Reporting and Auditing (SIERA) and verify that your email address and phone number are current in your user profile, and that you have selected to receive reminder emails.

Please note that SIERA users are required to use multi-factor authentication (MFA) to log in. From the SIERA Portal page, users will be directed to the HCAI Sign-In page, where they will enter their email address and password to access the system.

If you have forgotten your password, please refer to the following guide to reset it:
<https://hcai.ca.gov/document/quickstart8/>

If you have any questions, please contact the SIERA-Utilization Technical Support Line at (916) 326-3854 or via email at utilization@hcai.ca.gov.