

# South Country Health Alliance

Medicaid	<input checked="" type="checkbox"/>
GAMC	<input checked="" type="checkbox"/>
MSC Plus	<input checked="" type="checkbox"/>
MSHO	<input checked="" type="checkbox"/>
AbilityCare	<input checked="" type="checkbox"/>
MnCare	<input checked="" type="checkbox"/>
Part D	<input checked="" type="checkbox"/>

## Policy & Procedure

<b>Policy Name</b>	<b>Practitioner Office Quality Site-Visits</b>
<b>Policy Number</b>	<b>CR 05</b>
<b>Regulatory Requirement(s)</b>	DHS Managed Care Contracts Section 7 Minnesota Statutes §62Q.096-.10 NCQA Accreditation Standards for Health Plans-CR 6
<b>Effective Date</b>	December 31, 2009
<b>Version Date(s)</b>	12/09
<b>Review Month</b>	December
<b>Responsible Position</b>	Director of Network Management, Credentialing Specialist
<b>Cross Reference(s)</b>	CA 04, CR 01, PR 16, PR 15
<b>Reference Document(s)</b>	SCHA Office Site Quality Survey Tool

## Policy

The purpose of this policy is to document the process for how the Provider Network Management Department, with assistance from the Quality and Compliance department, will conduct practitioner office-site visits to ensure the quality, safety and accessibility of services. The office-site visits will focus on evaluating a provider groups meeting SCHA's expectations concerning physical accessibility, physical appearance, adequacy of waiting and examining room space and appointment availability. Office-site visits will be done in addition to the annual SCHA access and availability survey and the completion and monitoring of Provider Network adequacy reviews that occur at least twice a year.

This policy will not address the medical treatment record-keeping criteria that are addressed in PR 16.

## Standards

1. SCHA will conduct an office-site quality visit when a provider group or practitioner receive three (3) or more member complaints within a six (6) month period. SCHA may choose to conduct an office-site quality visit to any practitioner/provider site without meeting the compliant threshold if the complaint received is determined to be severe enough to potentially endanger or endangers member's health and well-being.

2. The SCHA office-site compliant survey tool, which will be used by the Provider Network Management staff to conduct the site visit. The site visit will take place within 60 days of the complaint threshold being met. A summary of the site visit including findings will be given to the provider.
3. If a provider group or practitioner is deemed to have not met the established SCHA thresholds for office-site criteria, then the provider will be requested to develop an action plan to address identified issues. Follow-up visits will be conducted every six months, at a minimum, until the deficient thresholds are met.
4. The findings and outcomes of the office-site quality visits will be communicated in writing to the Credentialing Department to ensure integration with the credentialing and re-credentialing process.

## **Procedures**

1. The Credentialing Department will receive and track member complaints from various sources within SCHA, which may include, but is not limited to, the Grievance and Appeals Department, Member Services and Provider Network staff on a monthly basis.
2. If a provider group or practitioner receives three (3) or more member complaints about physical accessibility, physical appearance, adequacy of waiting and examination-room space, regarding practitioners/provider sites within six (6) months, or if the complaint is determined to be severe enough where members health and well-being is potentially endangered or endangered, the Credentialing Department will notify the Provider Network Director. The Credentialing Department may consult the quality and Compliance Department.
3. The provider/practitioner will be scheduled for an office-site visit within 60 days, or earlier depending on the nature of the complaint, by a member of the Provider Network Management Department. A member of the Quality Department may be included the subsequent site visit.
4. Provider Network Management staff will utilize the SCHA office-site survey tool when conducting the site-visit. A summary of the findings will be given to the provider group.
5. If deficiencies in the office-site criteria are identified, a follow-up site-visit and full assessment will occur and documented at a minimum of every six (6) months until performance standards are met.
6. Provider Network Management Staff will provide a written communication to the Credentialing Department to ensure coordination with the credentialing and re-credentialing process.

**Violation of Policy**

A breach of this policy may result in noncompliance with regulatory requirements and potential penalty to SCHA. SCHA will investigate alleged violations and take disciplinary or other appropriate corrective action.

**Signatures**

Signature Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Director, Provider Network Mgmt.