

CHAP ACCREDITATION PROCESS OVERVIEW



1. Application
 2. Contract
 3. Self Study/Readiness
 4. Site Visit
 5. Plan of Correction
 6. Board Review
 7. Accreditation
- * Renewal Application

We know the better the accreditation process, the more quickly you can continue the level of care that's so important to your mission. We strive to minimize the disruption to your business and streamline the time commitment so you can focus on what matters most.

Use the 7 Steps to CHAP Accreditation to better understand and navigate CHAP's accreditation process.

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|---------------------------|---|---|--|
| <p>Step 01</p> | <p>APPLICATION ESTIMATED TIME: 3-5 business days from submitted application to contract</p> | <p>REQUIREMENTS Applicable service license (as required by state) Employer ID Number (EIN) National Provider Number (NPI)</p> | |
| | <p>YOUR RESPONSIBILITY</p> <ul style="list-style-type: none"> • Create your account at CHAPLinQ.org • Complete application and upload applicable license • Submit application • Pay non-refundable application fee | <p>CHAP'S RESPONSIBILITY</p> <ul style="list-style-type: none"> • Review application • Confirm all information is complete and verify required documents • Determine fees and Site Visit days based on locations, clients and services • Provide 3-year accreditation services agreement | |
| <p>Step 02</p> | <p>CONTRACT ESTIMATED TIME: 2-3 business days from executed contract</p> | <p>REQUIREMENTS Accepted application</p> | |
| | <p>YOUR RESPONSIBILITY</p> <ul style="list-style-type: none"> • Sign and return contract • Pay first installment of the accreditation fees by check or by credit card <p>CONSIDERATIONS</p> <ul style="list-style-type: none"> • Once the contract is executed, applicant is responsible for the full accreditation fees for the term of the contract. | <p>CHAP'S RESPONSIBILITY</p> <ul style="list-style-type: none"> • Execute contract upon receipt of signed contract and payment | |
| <p>Step 03</p> | <p>SELF STUDY/READINESS ESTIMATED TIME: 3 months</p> | <p>REQUIREMENTS Executed Contract</p> | |
| | <p>YOUR RESPONSIBILITY</p> <p>Self Study</p> <ul style="list-style-type: none"> • Complete Self Study to conduct comprehensive internal evaluation of both business and service aspects of your organization <p>Readiness</p> <ul style="list-style-type: none"> • Upon completion of the Self Study, communicate readiness in CHAP LinQ • Include any changes in the number of active clients • You may request up to 15 "blackout days" per accreditation cycle. CHAP will avoid scheduling your visit on these days <p>CONSIDERATIONS</p> <ul style="list-style-type: none"> • A request may be made in CHAP LinQ to extend the due date of the Self Study by no more than 90 days. | <p>CHAP'S RESPONSIBILITY</p> <ul style="list-style-type: none"> • Visit is scheduled • Site visitor will review Self Study prior to visit | |

Site Visit Readiness Requirements by Service Line | STEP 03

| Service Line | Required Documents | Required Census | Deemed Requirements <i>Initial without CCN</i> |
|-------------------------------------|--|--|---|
| Home Health | Completed Self Study Copy of state license(s), if required by state | 10 served 7 active at time of survey | Copy of approved 855A letter and OASIS test transmission with final validation report |
| Hospice | Completed Self Study Copy of state license(s), if required by state | 5 served 3 active at time of survey | Copy of approved 855A letter |
| Home Medical Equipment (HME/DMEPOS) | Completed Self Study Copy of state license(s), if required by state | 5 served (sale or rental) No active patients required at time of survey | |
| Private Duty | Completed Self Study Copy of state license(s), if required by state | 8 served 4 active at time of survey | |
| Pharmacy | Completed Self Study Copy of state license(s), if required by state | 5 served (sale or rental) No active patients required at time of survey | |
| Infusion Therapy Nursing | Completed Self Study Copy of state license(s), if required by state | 5 served 3 active at time of survey | |
| Public Health | Completed Self Study | 5 served No active patients required at time of survey | |

Step
04

SITE VISIT

ESTIMATED TIME: 1-90 days from readiness to Site Visit

REQUIREMENTS

Before a Site Visit can be scheduled for an Initial location, readiness must be submitted in CHAP LinQ.



YOUR RESPONSIBILITY

- Provide space to conduct work plus documents, files and patient staff lists as requested
- Allow observation and interview of staff, patients and agency leadership in different settings as appropriate
- Sign “pre-bill” at end of visit

CONSIDERATIONS

- If the site visitor is refused entry, the visit is recorded as aborted and the applicant is charged the abort visit fee.
- If the applicant is not present to conduct the survey, or failed to notify CHAP in advance that it does not meet census requirements, the applicant is charged the cancellation fee.
- If the renewal visit for a Medicare certified organization is aborted, the applicant is charged the abort visit fee and the termination process is initiated.
- Though you may appeal during POC (step 5) or BOR (step 6), the best time to raise an issue is while CHAP is on-site.

CHAP'S RESPONSIBILITY

- Site visitor (or lead site visitor if more than one) will conduct entrance and exit conferences along with daily check-ins
- Site visitor provides a preliminary sense of any performance deficiencies and a “pre-bill” form which indicates the number of Site Visit days to be invoiced (e.g., 2 site visitors at the agency for 3 days = 6 total site visitor days)

Step
05

PLAN OF CORRECTION (POC)

ESTIMATED TIME: 30 days from last day of Site Visit

REQUIREMENTS

Completed Site Visit
Only applies if required actions were identified during the Site Visit



YOUR RESPONSIBILITY

- Submit a Plan of Correction (POC)
- The POC is due within 10 calendar days of notification from CHAP Director of Accreditation
- If the Director of Accreditation asks for revisions, the applicant must submit modified POC within 5 calendar days

CONSIDERATIONS

- During the POC, an organization may submit an appeal of specific findings directly to the Director of Accreditation.

CHAP'S RESPONSIBILITY

- Director of Accreditation will notify the organization of POC requirement within 10 business days from the last day of the Site Visit
- Director of Accreditation either accepts or requests further modifications to the POC within 10 business days
- CHAP will respond to a revised POC within 10 business days of receipt of the submitted POC
- Ultimately, an acceptable POC will be agreed upon for submission to CHAP Board of Review

Step
06

BOARD REVIEW

ESTIMATED TIME: 21 days from accepted POC

REQUIREMENTS

Completed Site Visit with no required actions or accepted POC



YOUR RESPONSIBILITY

The Board of Review (BOR) will review the POC (names and identifiers removed) and make one of the following accreditation determinations:

- Accreditation
- Accreditation with required action
- Accreditation with required action and follow up visit within a specified timeframe
- Deferred/denied accreditation - organizations with serious deficiencies
- Formal warning - renewing organizations, requires a POC and follow-up visit
- Termination of accreditation - renewing organizations with serious deficiencies they are unable to clear

CONSIDERATIONS

- An organization may appeal a BOR determination within 10 business days of notification of decision. If applicant remains dissatisfied, a final appeal can be made within 30 days to the CHAP Board of Directors, whose decision is final.

CHAP'S RESPONSIBILITY

- Applicant is notified via e-mail of the determination
- Termination determinations will be sent via certified mail

Step
07

ACCREDITATION

ESTIMATED TIME: 2-4 weeks from BOR determination

REQUIREMENTS

Completed Site Visit with no required actions or accepted POC



YOUR RESPONSIBILITY

Celebrate your success and continue to pursue ongoing adherence to Standards of Excellence

CONSIDERATIONS

- The CMS regional office notifies the accredited organization directly regarding Medicare certification
- The CHAP accreditation period runs 3 years from the date that the final acceptable POC is submitted, or if renewing, from the last day of the previous accreditation cycle

CHAP'S RESPONSIBILITY

- Send formal letter and certificate of accreditation via U.S. mail
- List on CHAP website
- Access to CHAP Media Kit for accredited organizations located in CHAP LinQ
- Accreditation letter and required CMS documentation is sent to CMS.

Step
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RENEWAL APPLICATION

In order to maintain your CHAP Accreditation, you must renew every three years. Timely renewal ensures there is no lapse in accreditation dates for possible license, contract or payer accreditation requirements.

REQUIREMENTS

You can initiate your renewal by application as soon as 9 months but no later than 3 months prior to expiration. Renewal initiated in under 3 months prior to expiration is considered a late renewal and incurs an additional fee to expedite.



YOUR RESPONSIBILITY

- Log into CHAP LinQ and select Renew Accreditation
- Make any needed updates to contacts and site/services in application
- Submit application and pay application fee

CONSIDERATIONS

- Your previous self study materials will be available at time of renewal so you will only need to update what was previously submitted.
 - The time for completion of the self study may be shortened if renewing within 6 months of the accreditation end date.
 - Please contact us if you have any questions or concerns about renewing your accreditation with CHAP.

CHAP'S RESPONSIBILITY

- Review application
- Confirm all information is complete and verify required documents
- Determine fees and Site Visit days based on locations, clients and services
- Provide 3-year accreditation services agreement