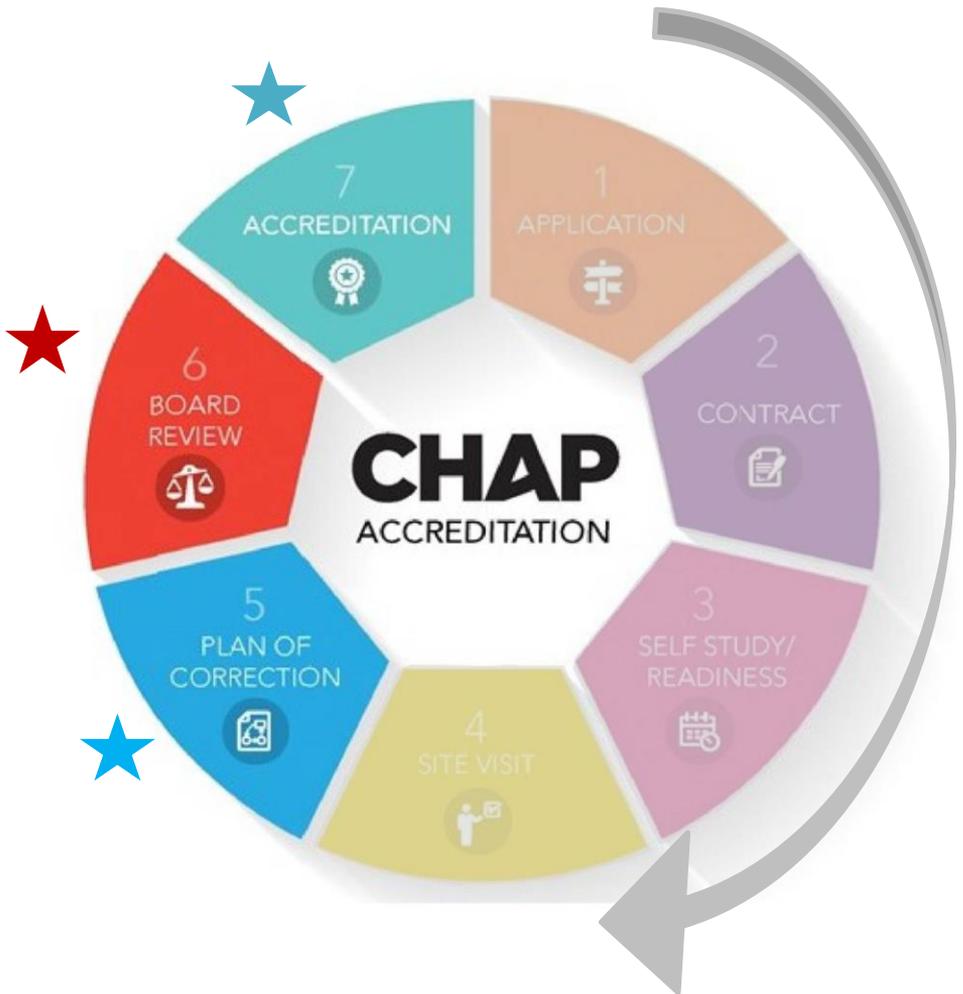


You've Completed Your CHAP Site Visit: What Happens Next?



Tell Us How We're Doing!

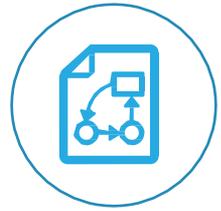
As an accrediting organization, CHAP remains committed to constant process improvement. We ask a few minutes of your time to complete an online survey about your experience with CHAP Accreditation Services and the CHAP Site Visit.



You will receive an email with a link to complete our survey about your experience with CHAP.

Thank you for your time and assistance in evaluating how we are meeting your needs and where we can improve.

Plan of Correction (POC)



CHAP's Responsibility

1. The POC will be released to the organization within 10 *business* days from the last day of the site visit. An initial notification will be sent to the primary contact for the organization.
2. The Director of Accreditation either accepts or rejects the POC and requests further modifications.
3. CHAP will respond to a revised POC within five (5) *business* days of receipt.
4. Ultimately, the POC will be accepted.

Your Responsibility

1. Submit a POC within 10 calendar days of notification from your Director of Accreditation.
2. If submitted POC is rejected and requires revisions, the organization will receive a notification email and will have five (5) calendar days to correct and resubmit.

Considerations

- An organization may submit an appeal of specific findings directly to the Director of Accreditation during the POC process.

CHAP Education

CHAP is committed to providing a faster and easier accreditation process and clarity to navigate the future of care. Part of that commitment is offering tools and resources for use during the accreditation process and beyond.



IN-PERSON
EVENT



WEBINARS



ON-DEMAND
COURSE

View the full learning catalog at www.chapeducation.org.

Board of Review



CHAP's Responsibility

1. The Board of Review (BOR) will review the POC and render one of the following determinations:
 - Accreditation without required action. (No deficiencies identified)
 - Accreditation with required action. (Deficiency(ies) identified)
 - Accreditation with required action and follow-up visit within a specified timeframe.
 - Deferred/denied accreditation for initial organizations with serious deficiencies (Note: Deferred decisions still require a POC).
 - Formal warning - requires a follow-up visit within a specified timeframe.
 - Termination - renewing organizations with serious uncleared deficiencies.

Notifications

- CHAP will send a formal accreditation letter via email and a Certificate of Accreditation via the U.S. Mail within two (2) to four (4) weeks of the date of the determination.
- The determination can also be accessed in your CHAPLinQ account.
- The Certificate of Accreditation will display the CHAP accreditation dates.
- CHAP will send accreditation letters and all required documentation to CMS and the state (deemed only).

Considerations

- An organization may appeal a BOR determination within 10 business days of notification of decision. If dissatisfied with the decision, a final appeal can be submitted within 30 days to the CHAP SVP of Accreditation, who will render a final decision in collaboration with the CHAP President/ CEO.

Accreditation

Congratulations!

It's time to Celebrate!



CHAP's Responsibility

1. List accredited organization on chapinc.org accessible via the "Find A Provider" tab.
2. Provide access to online CHAP Provider Media Kit and Education resources.
3. Post accreditation letters in the organization's CHAPLinQ account under "Other Actions" ---"View Documents" ---"Accreditation Folder"

Considerations

- The CMS Regional Office notifies the accredited organization of approval of participation in the Medicare program and assigns the CCN/PTAN (deemed only). **This could take three (3) to nine (9) months.**
- The CHAP accreditation period is three (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 expectations are that accredited organizations maintain compliance with Standards of Excellence throughout the accreditation cycle.
- The next comprehensive site visit will be scheduled within 32-36 months of the last day of the previous site visit.
- For CHAP-accredited organizations, if a site visit is attempted unsuccessfully the organization risks termination of accreditation.

We're here to help!

For general questions, please contact your Accreditation Specialist
For clinical questions, please contact your Director of Accreditation
or email customerservice@chapinc.org for assistance.



When the business of care gets better,
the care of people gets better.

For more than 50 years, CHAP has been supporting home and community-based businesses like yours to achieve health care accreditation.

CHAP is vested in your success. We are committed to being your partner in the advancement of person-centered care.

That's CHAP.
And that's our promise to you.

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Website: www.chapinc.org

Office Hours - 8 a.m. - 6 p.m. Eastern
Time

www.chapinc.org | www.chapeducation.org | www.chaplinq.org

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