

## CHAP ACCREDITATION & CERTIFICATION PROCESS OVERVIEW






1. Application
2. Contract
3. Site Visit Readiness
4. Site Visit
5. Plan of Correction
6. Board of Review
7. Accreditation/Certification

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.

Please contact CHAP @202.862.3413 Press "2" or email us: [info@chapinc.org](mailto:info@chapinc.org)

Step <b>01</b>	<b>APPLICATION</b>	<p><b>REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>Applicable service license (as required by state)</li> <li>Employer ID Number (EIN)</li> <li>National Provider Number (NPI)</li> </ul> 
	<p><b>YOUR RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>• Create your account at CHAPLinQ.org</li> <li>• Complete application and upload applicable license</li> <li>• Submit application</li> <li>• Pay non-refundable application fee</li> </ul>	<p><b>CHAP'S RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>• Review application</li> <li>• Confirm all information is complete and verify required documents</li> <li>• Determine fees based on unduplicated admissions for your locations and services</li> <li>• Provide 3-year accreditation/certification services agreement</li> </ul>
Step <b>02</b>	<b>CONTRACT</b>	<p><b>REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>Accepted application</li> </ul> 
	<p><b>YOUR RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>• Sign and return contract</li> <li>• Pay first installment of the accreditation fees by check or by credit card</li> </ul> <p><b>CONSIDERATIONS</b></p> <ul style="list-style-type: none"> <li>• Once the contract is executed, applicant is responsible for the full accreditation and site visit fees for the term of the contract.</li> </ul>	<p><b>CHAP'S RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>• Execute contract upon receipt of signed contract and payment</li> </ul>
Step <b>03</b>	<b>SITE VISIT READINESS</b>	<p><b>REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>Executed Contract</li> </ul> 
	<p><b>YOUR RESPONSIBILITY</b></p> <p><b>Readiness</b></p> <ul style="list-style-type: none"> <li>• Submit readiness in CHAP LinQ</li> <li>• Include any changes in the number of active clients</li> <li>• You may request up to 15 "blackout days" per accreditation cycle. CHAP will take these days under consideration when scheduling your visit</li> </ul> <p><b>OPTIONAL: Self-Study</b></p> <ul style="list-style-type: none"> <li>• CHAP recommends completion of the self-study to conduct a comprehensive internal evaluation of both business and service aspects of your organization. The site visitor will review the self-study prior to the visit.</li> </ul>	<p><b>CHAP'S RESPONSIBILITY</b></p> <ul style="list-style-type: none"> <li>• Visit is scheduled</li> <li>• Provide accreditation guidance and support</li> </ul>

## Site Visit Readiness Requirements by Service Line | STEP 03

Service Line	Required Documents	Required Census	Deemed Requirements <i>Initial without CCN</i>
Home Health	Copy of state license(s), if required by state	10 served 7 active at time of site visit	Copy of 855A approval letter and successful OASIS test transmission with final validation report
Hospice	Copy of state license(s), if required by state	5 served 3 active at time of site visit	Copy of 855A approval letter
Home Medical Equipment (HME/DMEPOS)	Copy of state license(s), if required by state	5 served (sale or rental) No active patients required at time of site visit	
Private Duty	Copy of state license(s), if required by state	5 served 3 active at time of site visit	
Pharmacy	Copy of state license(s), if required by state	5 served (sale or rental) No active patients required at time of site visit	
Infusion Therapy Nursing	Copy of state license(s), if required by state	5 served 3 active at time of site visit	
Palliative Care	Copy of state license(s), if required by state	5 served 3 active at time of site visit	

## Step 04

### 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
- Designate a staff member to accompany site visitor on home visits

#### CONSIDERATIONS

- If the site visitor is refused entry, the visit is 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 a site visit to a currently CHAP accredited organization is aborted, the organization is charged the aborted site 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

## Step 05

### PLAN OF CORRECTION (POC)

#### 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 process, 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 5 business days of receipt of the submitted POC
- An acceptable POC will be assigned to the CHAP Board of Review for a final accreditation decision.

## Step 06

### BOARD OF REVIEW

#### 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/ Certification
- Accreditation/ Certification and a follow up visit within a specified timeframe
- Deferred/denied accreditation/ certification - organizations with serious deficiencies
- Formal warning – currently accredited/certified organizations, requires a follow-up visit
- Termination of accreditation/ certification – currently accredited/certified organizations with serious deficiencies they are unable to correct

#### 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 SVP of Accreditation who will, in collaboration with the President/ CEO of CHAP, render a final decision.

#### CHAP'S RESPONSIBILITY

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

## Step 07

### ACCREDITATION/ CERTIFICATION

#### REQUIREMENTS

Completed Site Visit with no required actions or accepted POC  
CHAP Board of Review accreditation decision rendered



#### 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 is effective from the date that the final acceptable POC is submitted; For renewals, it is from the last day of the previous accreditation cycle

#### CHAP'S RESPONSIBILITY

- Send formal letter via email
- Send certificate of accreditation via U.S. mail
- List on CHAP website: "Find a Provider"
- Access to CHAP Media Kit for accredited organizations located in CHAP LinQ
- Accreditation letter and required CMS documentation if applicable is sent to CMS and the state agency

### RENEWAL APPLICATION

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

#### REQUIREMENTS

You can initiate your renewal by application as soon as 12 months prior to expiration.



#### YOUR RESPONSIBILITY

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

#### CHAP'S RESPONSIBILITY

- Review application
- Confirm all information is complete and verify required documents
- Determine fees based on unduplicated admissions for your locations and services
- Provide 3-year accreditation/ certification services agreement
- Provide accreditation guidance and support

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