

NHP/NHIC-Site Visit and Medical Recordkeeping Practices

Abstract/Purpose:

Network Health Plan/Network Health Insurance Corporation (NHP/NHIC) has a process for ensuring all new proposed contracted office sites of potential HMO/POS and Medicare PPO primary care practitioners, obstetricians/gynecologists and high-volume behavioral health care practitioner's offices meet NHP/NHIC's office site and medical/treatment recordkeeping standards.

I. POLICY:

Network Health Plan/Network Health Insurance Corporation (NHP/NHIC) has a process for ensuring that all new proposed contracted office sites requiring a site visit meet NHP/NHIC's office site and medical/treatment recordkeeping standards. High-volume behavioral health practitioners are defined as those practitioners practicing within a 50 mile radius of the NHP/NHIC corporate office (see related document Site Visit Area (50 Mile Radius)), and may be categorized as:

- Psychiatrists/APNPs – those who prescribe and monitor medications;
- Behavioral Health clinicians – those psychologists and masters prepared therapists who provide mental health assessments and counseling; and
- AODA counselors – those who specialize in treating substance abuse **(HMO/POS ONLY)**.

This means that any behavioral health office out of the 50 mile radius is not subject to an initial site visit unless they practice out of their own homes, then a site visit will occur regardless of where the site is. Practitioners who only practice at the patients' home are not subject to a site visit. The site visits must occur prior to the credentialing decision.

NHP/NHIC monitors member complaints at least on a monthly basis to identify subsequent deficiencies of any contracted office site. Other data provided, to include, but not limited to practice-specific member surveys and provider relations visit reports may also provide information on deficient contracted sites. When NHP/NHIC has indications of subsequent deficiencies, a NHP/NHIC reviewer will visit the site for evaluation against NHP/NHIC's performance standard.

II. PROCEDURE:

A site visit is scheduled and conducted by NHP/NHIC reviewer. A site visit tool is completed at the time of the site visit.

The structured site visit review process includes, but is not limited to, an assessment of the site: physical accessibility, physical appearance, adequacy of waiting and examining room space, availability of appointments, and adequacy of medical/treatment recordkeeping and confidentiality of records. Results from the site visit and medical/treatment recordkeeping practices will be documented and scored on the Office Survey Tool. (See related document NHP/NHIC Office Survey Tool) NHP/NHIC requires a performance standard of 80%-100%. Results of the site visit will be placed in the credentials file of each practitioner located at the site.

If the site achieves the performance standard, a copy of the site visit results will be forwarded to the site manager/designee with a copy to each practitioner at the site.

If the site does not meet the performance standard, a copy of the site visit results, outlining the deficient areas, and a proposed corrective action plan will be forwarded to the site manager/designee with copy to each practitioner at the site. The site manager/practitioners will be given the opportunity to respond to the corrective action plan. The site visit results, corrective action plan, and response from site manager/practitioners, if any, will be reviewed by the Credentials Committee. The site must implement the corrective action plan within six months of the initial visit. NHP/NHIC will revisit the site at least every six months until the site achieves the performance standard. If the site continues to be out of compliance with NHP/NHIC standards the site visit report is forwarded to the Credential Committee. After one year of continued non-compliance the Credentials Committee will review and make recommendations to improve to the Quality Management Committee (QMC). QMC will make a final decision on the action to be taken.

If the site does not achieve the performance standard due to lack of written policies and procedures, the site manager/practitioners will be required to submit written policies to NHP/NHIC within six months of the initial visit. A repeat site visit is not required to view policies.

When a primary care practitioner, obstetrician/gynecologist, or high-volume behavioral health care practitioner relocates or opens an additional office, NHP/NHIC will evaluate the new site. Notices of new sites will be forwarded to the Credentialing Department from the Managed Care Contracting Department when an address change has been received from a contracted site. Notices may also be received from the practitioner as part of his/her recredentialing application. Such notices will be confirmed with the Managed Care Contracting Department to determine if such sites will be contracted sites prior to initiating a site visit.

The site visit must be conducted for new or relocated offices prior to the practitioner's recredentialing process.

In the event a practitioner joins a participating practitioner office site, the original site visit (s) will be reviewed as part of the initial credentialing file documentation for that practitioner.

NHP/NHIC does not need to conduct a site visit if the practitioner relocates to an office that already meets NHP/NHIC's performance standards.