




## ACCREDITATION PROCESS OVERVIEW: Missouri



01. Application
02. Contract
03. CORE Self Study/Readiness
04. CORE Site Visit
05. Plan of Correction
06. Board Review
07. Home Health and/or Hospice Self Study/Readiness
08. Home Health and/or Hospice Site Visit
09. Plan of Correction
10. Board Review
11. Accreditation

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

<b>Step 01</b>	<b>APPLICATION</b> ESTIMATED TIME: 10-14 business days from submitted application to contract	<b>REQUIREMENTS</b> Services that CHAP accredits 
	<b>YOUR RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>• Complete 855A</li> <li>• Apply for Missouri home health and/or hospice license</li> <li>• Create your account at CHAPLinQ.org</li> <li>• Complete and submit application through CHAP LinQ</li> <li>• Pay non-refundable application fee</li> </ul>	<b>CHAP'S RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>• Review application</li> <li>• Confirm all information is complete and verify required documents</li> <li>• Determine fees and Site Visit days based on locations, clients and services</li> <li>• Provide 3-year accreditation services agreement</li> </ul>
<b>Step 02</b>	<b>CONTRACT</b> ESTIMATED TIME: 30-35 days to fully execute contract	<b>REQUIREMENTS</b> Accepted application 
	<b>YOUR RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>• Sign and return contract within 30 days.</li> <li>• Pay first installment of the accreditation fees by check or by credit card</li> </ul>	<b>CHAP'S RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>• Execute contract upon receipt of signature and payment within 5 days.</li> </ul>
<b>Step 03</b>	<b>CORE SELF STUDY/READINESS</b> ESTIMATED TIME: <ul style="list-style-type: none"> <li>• Self Study is made available 5-7 business days from executed contract</li> <li>• 2 months to complete Self Study</li> </ul>	<b>REQUIREMENTS</b> Executed Contract 
	<b>YOUR RESPONSIBILITY</b> <b>Self Study</b> <ul style="list-style-type: none"> <li>• Complete CORE Self Study to conduct comprehensive internal evaluation of business aspects of your organization.</li> </ul> <b>Readiness</b> <ul style="list-style-type: none"> <li>• Upon completion of the CORE Self Study, communicate readiness in CHAP LinQ</li> </ul> <b>CONSIDERATIONS</b>	<b>CHAP'S RESPONSIBILITY</b> <ul style="list-style-type: none"> <li>• Schedule an announced site visit</li> <li>• Assigned site visitor will review CORE Self Study prior to visit</li> </ul>

- A request may be made in CHAP LinQ to extend the due date for Self Study—CHAP has sole discretion to grant an extension for good cause for a period not to exceed 90 days

## Step 04

### CORE SITE VISIT

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

#### REQUIREMENTS

Before a Site Visit can be scheduled, 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 and agency leadership in different settings as appropriate
- Sign “pre-bill” at end of visit

#### CHAP’S RESPONSIBILITY

- Site visitor (or lead site visitor if more than one) will conduct entrance and exit conferences.
- 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)

#### CONSIDERATIONS

- If the site visitor is refused entry or the applicant is not present, the visit is recorded as aborted and the applicant is charged the abort visit fee.

## Step 05

### PLAN OF CORRECTION (POC)

ESTIMATED TIME: 4-6 weeks from last day of Site Visit to accepted POC

#### REQUIREMENTS

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



#### YOUR RESPONSIBILITY

- Submit a Plan of Correction (POC) if applicable.
- 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

#### 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

#### CONSIDERATIONS

- An organization may submit an appeal of specific findings directly to the Director of Accreditation at this time.

## Step 06

### BOARD REVIEW

ESTIMATED TIME: 2-3 weeks from accepted POC to accreditation determination

#### REQUIREMENTS

Completed CORE Site Visit



#### YOUR RESPONSIBILITY

#### CHAP’S RESPONSIBILITY

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

- Accreditation without Required Action
- Accreditation with Required Action
- Issue BOR accreditation status decision via letter emailed in PDF format and mailed via USPS; Core
  - accreditation is good for 12 months

## Step 07

### HOME HEALTH and/or Hospice SELF STUDY/READINESS

ESTIMATED TIME: 2months

#### REQUIREMENTS

Missouri Case Load letter  
Employer ID Number (EIN)  
National Provider Number (NPI)

If Seeking Deemed Status:

- OASIS test transmission (home health)
- 855A processed letter



#### YOUR RESPONSIBILITY

##### Self Study

- Complete Home Health or Hospice Self Study to conduct comprehensive internal evaluation of both business and service aspects of your organization

##### Readiness

- Census Requirements:
  - **Home Health:** Provided service to a minimum of 10 patients, must maintain census of 7 patients while waiting for CHAP site visit to occur.
  - **Hospice:** Provided service to a minimum of 5 patients, must maintain census of 3 patients while waiting for CHAP site visit to occur.

Upon completion of the Home Health and/or Hospice Self Study, communicate readiness in CHAP LinQ

- You may request up to 15 “blackout days” on which no Site Visit may occur

#### CONSIDERATIONS

- A request may be made in CHAP LinQ to extend the due date for Self Study—CHAP has sole discretion to grant an extension for good cause for a period not to exceed 90 days

#### CHAP’S RESPONSIBILITY

- Schedule an unannounced site visit
- Assigned site visitor will review CORE and Service Line Self Study prior to visit

## Step 08

### HOME HEALTH and/or Hospice SITE VISIT

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

#### REQUIREMENTS

Before a Site Visit can be scheduled, 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.

#### CHAP’S RESPONSIBILITY

- Site visitor (or lead site visitor if more than one) will conduct entrance and exit conferences along with daily updates at the end of the day.
- 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 09

### PLAN OF CORRECTION (POC)

ESTIMATED TIME: 4-6 weeks from last day of Site Visit to accepted POC

#### REQUIREMENTS

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



#### YOUR RESPONSIBILITY

- Submit a Plan of Correction (POC), if applicable.
- 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

#### 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

## CONSIDERATIONS

- An organization may submit an appeal of specific findings directly to the Director of Accreditation at this time.

## Step 10

### BOARD REVIEW

ESTIMATED TIME: 2-3 weeks from accepted POC to accreditation determination

### REQUIREMENTS

Completed Site Visit



### YOUR RESPONSIBILITY

### CHAP'S RESPONSIBILITY

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

- Accreditation without required action
- Accreditation with required action
- Accreditation with required action and follow up visit within a specified timeframe
- Deferred/denied accreditation – initial 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
- Applicant is notified of the determination
- Termination determinations will be sent via certified mail

### 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

## Step 11

### ACCREDITATION

ESTIMATED TIME: 2-4 weeks from BOR determination

### REQUIREMENTS

Completed Site Visit with no required actions or accepted POC



### YOUR RESPONSIBILITY

Celebrate and continue to pursue ongoing adherence to Standards of Excellence

### CHAP'S RESPONSIBILITY

- Send formal letter and certificate of accreditation via U.S. mail
- List on CHAP website
- Provide access to online CHAP Media Kit for accredited organizations
- Deemed only: Accreditation letter and all required CMS documentation is sent to CMS via email.

### 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