

Credentialing Site Visit Checklist

Univera Healthcare may perform an office site review as part of the provider credentialing/recredentialing process for PCPs, OB/GYNs and behavioral health providers. Provider sites must meet the following standards or have a corrective action plan in place for the credentialing process to proceed.

Facility and Environment

- o Clean, private restroom for patients*
- o Waiting and treatment rooms clean, sanitary and of adequate size*
- o Patient care areas ensure privacy*
- o Handicap accessible*

Office Operations

- o Confidentiality policy for staff*
- o Process to identify and contact patients who miss appointments

Access to Care

- o Emergency coverage, 24 hours a day, seven days a week
- o Urgent medical care available within 24 hours
- o Adult base-line medical exam available within 12 weeks
- o Routine health maintenance care within four weeks
- o Non-urgent sick visits within 48 to 72 hours
- o Well-child visits within four weeks
- o Routine behavioral health care within 10 business days
- o Urgent behavioral health care within 48 hours

Pharmaceuticals

- o Medications and supplies stored in secure location*
- o Prescription pads stored in secure location*

Office Record Maintenance

- o System in place to ensure a neat and legible record for each patient
- o Patient name, ID number on each page, all entries dated, sequential and signed or initialed by author
- o Problem list included
- o Office records stored securely to maintain confidentiality and privacy*
- o Records kept for individual patients
- o Records maintained for period required by law
- o System in place to ensure that provider reviews all clinical information
- o Allergies displayed prominently
- o System to capture biographic and personal data and appropriate medical history

** Asterisked items are reviewed upon complaint.*