
TITLE: Primary Care & High Volume Specialty Site Visits

PURPOSE: Revised 09/01/06: To observe office operations, inspect the environment, provide feedback, determine contract compliance, acceptable access standards, to ensure that PCP's provide high quality health care that is documented according to established standards and good standing report status.

PROCEDURE:

1. Site Visit Procedure
 - a. Completed prior to the opening of a new or relocation of an existing primary care, OB/GYN, behavioral health and high volume specialty office.
 - b. Initial Credentialing Site Visit performed by Contract Management and a completed Site Visit Form (PR0005) is forwarded to the Credentialing Department to file in the appropriate provider's folder.
 - c. Revised 09/01/06: Site visits will be performed every 2 years on primary care, OB/GYN, behavioral health and high volume specialty offices.
 - d. Revised 09/01/06: A reasonable number of records at each site must be performed to determine compliance. Five (5) to ten (10) records per site is a generally-accepted target.
 - e. Deficiencies noted during the initial site visit must be corrected prior to rendering initial services.
 - f. In the event the provider has not satisfied the corrective actions, First Coast Advantage will be notified and clinic services will be suspended until deficiencies are completed and a subsequent review/approval by Contract Management has been performed.
 - g. If deficiencies are noted during annual site visit, Clinic/Site has 45 days to correct the deficiency.
 - h. Once the deficiency has been corrected, Contract Management makes a second site visit for approval.
 - i. Patient wait times will be monitored and any patient complaints regarding appoint time waits will be followed up and noted.
 - j. Revised 09/01/06: All Medical Record documentation requirements must be distributed to all providers in which a site visit was performed.

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- k. A physician who is hired to work in an office which has a current site visit on file will have the site visit copied by Credentialing and filed in the new provider's file.
2. Site Visit Clinic Scoring Range
- a. Provider clinics are required to maintain a good standing report.
 - b. If deficiency falls below Unacceptable Score:
 - 1. Site will be restricted from providing services until deficiencies are corrected
 - 2. Upon completion of deficiencies, Contract Management will communicate information to First Coast Advantage.

Acceptable	80-100%
Borderline	70-79%
Unacceptable	69%-Below
3. Site Visit Requirements:
- a. Demographic Information
 - 1. Physician Name
 - 2. Site Name
 - 3. Hours of Operation
 - 4. Patient Ages
 - 5. Specialty
 - b. Criteria
 - 1. Section 1: Physical Accessibility and Appearance
 - 2. Section 2: Risk Management
 - 3. Section 3: Availability of Appointments
 - 4. Section 4: Medical Records Site Audit
 - 5. Section 5: Staffing and After Hours Coverage
 - 6. Section 6: Action Plan
 - c. Clinic Scoring
 - 1. Based on Sections 1 through 4 above
 - 2. Suggested Scoring Ranges for Acceptable Site Visit Criteria