


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Provider Site Visits	Policy ID:	PLANCG-86
	Approved By:	Peer Review and Credentialing Committee	Last Revision Date:	03/28/2024
	States:	Oregon	Last Review Date:	04/26/2024
Application:	Medicaid	Effective Date:	04/27/2024	

The Dental Care Organization (DCO) conducts ongoing monitoring and investigation of enrollee complaints related to the quality of all credentialed practitioner office sites, taking into account the severity of an issue based on reasonable thresholds for the number of reported complaints. If the complaint threshold is met for complaints related to quality and safety, physical accessibility, physical appearance, and/or adequacy of waiting and examining room space, DCO conducts an office site visit. DCO considers a reasonable complaint threshold to be three complaints per rolling six-month period. However, Advantage Dental Services, at its sole discretion, can consider one complaint to be a potential threat to enrollee care and/or safety sufficient to trigger a site visit.

DCO Responsibility

1. DCO has established elements, standards, and performance thresholds for office site criteria based on regulatory and contractual requirements. DCO is responsible to do the following:
 - a. Set performance standards and thresholds for office site criteria based on the following:
 - i. Physical accessibility (90% performance threshold)
 - ii. Physical appearance (90% performance threshold)
 - iii. Adequacy of waiting and examining room space (90% performance threshold)
 - b. Upon receipt of complaints sufficient in number, severity or type, conduct office site visits to ensure the site meets established performance thresholds.
 - i. Conduct site visits for provider offices about which enrollee complaints have been received.
2. When complaints related to the quality of practitioner/provider office sites are received, the need for a site visit is determined by the number and severity or type of issues reported (site visits are not required for complaints about availability of an appointment) and review by the Vice President of Clinical Services, Compliance staff, and/or Provider Relations staff; and determination by the Vice President of Clinical Services, and Vice President of Plan Operations.
 - a. DCO conducts site visits for complaints related to physical accessibility, physical appearance, and/or adequacy of waiting and examining room space in circumstances where the complaints threshold is met.
 - b. DCO may conduct a site visit to any other facility at its sole discretion, after consultation with the Vice President of Clinical Services, and Vice President of Plan Operations.
3. When issues are identified during complaint monitoring, the DCO does the following:
 - a. The issues are discussed during a quarterly Peer Review and Credentialing Committee (PRCC). This group, with guidance from the Vice President of Clinical Services, determines when a practitioner/provider group site visit is required.
 - b. DCO conducts site visits of offices within 60 calendar days of determining that the reasonable complaint threshold was met. The following DCO staff may be involved in

the site visit: the Vice President of Clinical Services, Compliance staff, Vice President of Plan Operations, and/or Provider Relations staff.

4. DCO site visit staff makes arrangements with the practitioner or provider group to schedule a date and time for the on-site visit. Every effort is made to provide at least a seven-day notice of an on-site visit. A follow-up call is made to the facility prior to performing the on-site visit to ensure the written notice was received.
 - a. Site visit staff conduct the on-site survey and complete the appropriate sections of the office site visit assessment tool.
5. DCO reserves the right to complete a site visit after one complaint depending on the nature/severity of the complaint.
6. DCO conducts a follow-up visit of a previously deficient office if the practice site meets the reasonable complaint threshold subsequent to correcting the deficiencies.
 - a. DCO conducts a full office site visit assessment for the initial complaint to ensure that the office meets performance standards.
 - b. If another complaint directed at the same office site standard is received, DCO is not required to perform another site visit but must only follow-up on that specific complaint. However, if DCO receives another complaint about the same office, but for a different standard, a site visit will be performed, but only on the specific performance standard pertaining to the complaint.
7. If a complaint is verified or deficiencies are identified during the on-site visit, the site will develop and submit a Corrective Action Plan (CAP) to DCO for approval within 30 calendar days of DCO notification.
 - a. DCO provides the site with a CAP template, a specified time frame for completion, and an expected date of follow-up.
 - b. Advantage Dental Services' Vice President of Clinical Services, Compliance staff, Vice President of Plan Operations, and/or Provider Relations staff, are responsible for monitoring follow-up and evaluating effectiveness of the CAP at least every six months until standards are met or as determined in any CAP developed and implemented upon completion of the site visit.

Threshold for Compliance

1. A score of 90 percent or higher in the areas of physical accessibility, physical appearance, adequacy of waiting and examining room space, and adequacy of medical/treatment record keeping means DCO may provide on-site education for any noted deficiency. If deemed necessary, DCO may follow up on specific deficiencies.
2. A score of 89 percent or below in any one or all of the areas listed above requires review by the DCO Vice President of Clinical Services to determine whether further action or monitoring is necessary.
 - a. PRCC may recommend a CAP based on review of the site visit report or investigation of a complaint. If a CAP is required, the Vice President of Clinical Services notifies the site in writing and requests a CAP.
 - b. The facility develops and submits a CAP to the DCO Vice President of Clinical Services for approval within 30 calendar days of DCO notification.
 - i. DCO provides the facility with the following:
 1. A CAP template
 2. A specified time frame for completion
 3. An expected date of follow-up

- c. All CAPs must include the following:
 - i. Measurable objectives for each action, including the degree of expected change in people or situations
 - ii. Times frames for corrective action
 - iii. People responsible for implementing corrective action
 - d. Advantage Dental Services' Compliance staff, Vice President of Plan Operations, and/or Provider Relations staff in collaboration with the Vice President of Clinical Services, are responsible for monitoring follow-up and evaluating effectiveness of the CAP at least every six months until standards are met or as determined in any CAP developed and implemented upon completion of the site visit.
3. All site visits are tracked in the site visit tracking record and filed in the practitioner's credentialing file.

REFERENCES

FORMS AND OTHER RELATED DOCUMENTS

Revision History

Date:	Description
11/13/2023	Policy creation and implementation.
03/28/2024	Updates based on annual review.