

PerformCARE®		Policy and Procedure
<b>Name of Policy:</b>	Non-Routine Site Visits	
<b>Policy Number:</b>	PR-020	
<b>Contracts:</b>	<input checked="" type="checkbox"/> All counties <input type="checkbox"/> Capital Area <input type="checkbox"/> Franklin / Fulton	
<b>Primary Stakeholder:</b>	Provider Relations Department	
<b>Related Stakeholder(s):</b>	All Departments	
<b>Applies to:</b>	Associates and Providers	
<b>Original Effective Date:</b>	03/14/03	
<b>Last Revision Date:</b>	10/26/20	
<b>Last Review Date:</b>	08/18/23	
<b>Next Review Date:</b>	08/01/24	

**Policy:** Non-routine site visits will be utilized as deemed necessary in order to address issues, concerns and complaints involving Providers. Provider Relations will act as the coordinator of the site visit.

**Purpose:** To identify the procedure for non-routine site visits.

**Definitions:** **Non-Routine Site Visit:** Any site visit conducted in response to complaints, concerns and/or issues related to a Provider.  
**Unannounced Site Visit:** Any site visit conducted in response to complaints, concerns and/or issues related to a Provider where the Provider is not made aware of the visit in advance.

**Acronyms:** None

**Procedure:**

1. Based on the severity and number, the PerformCare Executive Management Team will determine when Provider issues, concerns, or complaints warrant a non-routine site visit.
2. If a non-routine site visit is warranted PerformCare's Executive Management Team shall develop a Non-Routine Site visit plan. The plan shall include activities, staff and other resources needed to perform the site visit.
3. The PerformCare Executive Management Team shall notify the applicable Primary Contractor(s) of the occurrence of the site visit and the Primary Contractor(s) may elect to send representation.
4. PerformCare staff conducting the site visit will be selected based on the reason for the visit and the nature of the issues.
5. PerformCare staff conducting the site visit shall prepare an agenda to address the issues, concerns, or complaints that resulted in the site visit. Based on the concern, the agenda may include interviews with

Members and/or Provider staff, chart reviews, and/or facility tours as determined by PerformCare Executive Management.

6. Provider Relations will schedule the site visit (unless it is an unannounced site-visit), request necessary information from the provider, be present at site visits and maintain correspondence and notes regarding the site visit and outcome.
7. Unless it is an unannounced visit, if applicable, Providers will be provided with a list of Members and staff who will be expected to be available during the site visit and a list of medical records that will be reviewed.
8. Providers will be given clear due dates for all information requested by PerformCare as part of the site visit process.
9. Immediate Member safety concerns will be verbally addressed with the Provider and reported to other applicable agencies at the time of the visit.
10. Information from the site visit will be presented to the PerformCare Executive Management Team.
11. If concerns arise in addition to the concern warranting the site visit, referrals will be made to the appropriate departments within PerformCare.
12. Formal recommendations will be determined based upon information obtained during the site visit, contractual obligations, and regulatory mandates. Notification and follow-up with the Provider will be made by the applicable department(s) based upon the original concern.

**Related Policies:** *CC-001 Reporting Suspected Provider Fraud Waste and Abuse*  
*QI-004 Internal Documentation, Review, and Follow-Up of Quality-of-Care Issues*  
*QI-CIR-002 Sentinel Event Review*  
*QI-CR-003 Credentialing Progressive Disciplinary Action for Providers*

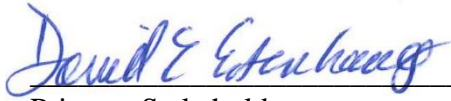
**Related Reports:** None

**Source Documents and References:** None

**Superseded Policies and/or Procedures:** None

**Attachments:** None

Approved by:

A handwritten signature in blue ink, reading "David E. Edenburg", written over a horizontal line.

Primary Stakeholder