

## Credentialing Site Visit Checklist

The Health Plan performs 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 for the credentialing process to proceed.

### Facility and Environment

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

### Office Operations

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

### Access to Care

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

### Pharmaceuticals

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

### Office Record Maintenance

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