



Contra Costa Mental Health Plan Medi-Cal Certification and Re-certification Site Visit Preparation Guide

This guide is intended to help you prepare for the initial Medi-Cal site certification or re-certification process. The guide contains a list of required documents to be assembled prior to the site visit and what to expect during the visit, as well as a quick reference page for organizing your informing materials, policies and procedures binder, and medication support services if applicable.

For more detailed information, please refer to the *Provider Certification and Recertification Protocol*.

Prior to the Site Visit

- Secure a valid Fire Permit with the address of the site in which services are rendered
- Verify that the NPI Primary Practice Address and Fire Permit address match, add program name as “other name” on NPI if applicable
- Secure a copy of your organization’s License to Operate (if applicable)
- Secure a copy of the Head of Service’s professional license
- Create or update your policies and procedures binder based on the current Contra Costa County Provider Certification and Re-Certification Protocol
- Verify that all Member Informing Materials are current, visible, and easily accessible to clients

During the Site Visit

- The Head of Service is required to be present at the site visit
- Be prepared to give a tour of the facility, specifically all the spaces that members have access to such as therapy and group rooms, waiting rooms, restrooms and other spaces clients may enter and spend time
- Areas where PHI is appropriately stored and secured. Access to PHI is restricted. Transport of PHI in a locked briefcase or box.
- Areas where medications are administered and stored (if applicable)
- The facility should be clean, in good repair, and free of any safety hazards. Walkways should be free of debris and tripping hazards. Decorative and hanging items must be secured to the wall. Be sure that there are no objects accessible to clients that could potentially be used as a weapon. All furniture 48” tall and over must be secured to the wall

School Site Visit

- Secure a letter from the school district verifying that fire safety checks are performed annually
- Verify that the NPI Primary Practice Address is the school in which services are rendered and the program name is listed on NPI as “other name”
- Head of Service is required to be present, and a copy of their professional license must be provided
- Be prepared to give a tour of the spaces on campus that your program occupies

Plan of Correction

Throughout the site visit, items that need to be altered, changed, or removed will be noted and discussed. If a plan of correction is needed, a detailed list of the items to be addressed will be emailed to you. The plan of correction must be completed within 30 days of the site visit.

QUICK-REFERENCE GUIDE

The following is a quick-reference guide to informing materials, policies and procedures, and medication support services to aid you in preparing for the site certification process. It is highly recommended that you refer to the *Certification and Re-Certification Protocol* for more detailed information for each of these categories.

CATEGORY 1: Informing Materials

The following is a list of informing materials that must be accessible to beneficiaries at your site. Both **English and Spanish** versions are required unless otherwise indicated.

- A. **Member Handbook**
 - Regular size print versions on display; large print version must be available upon request
- B. **Provider Directory** Must be displayed or a sign posted with information how to access materials
- C. **Posters** – Must be displayed at eye-level and easily accessible to beneficiaries
 - Member Rights
 - Grievance, Change of Provider, Appeal
 - Informing Materials
- D. **Forms and Envelopes** – Must be displayed and easily accessible to members
 - Member Grievance Review Request Form
 - Appeal or Expedited Appeal Request Form
 - Member Request for Change of Provider Form
 - Member Suggestion Form
 - Advance Directive
 - Continuity of Care
 - Self-Addressed Envelopes
 - Large print forms must be available upon request but display not required

CATEGORY 4: Policies and Procedures

The following is a quick reference list to assist you in the creation and maintenance of your policies and procedures binder. It is strongly recommended that you refer to the full protocol for more detailed information.

- A. Storage and protection of PHI
- B. Site-specific emergency evacuation plan
- C. Personnel policies and procedures specific to screening licensed personnel/providers and checking exclusion lists
- D. General operating procedures specific to site (e.g., hours of operation, disaster procedures, emergency evacuation procedures, etc.)
- E. Site-specific maintenance procedures (e.g., who to contact to resolve specific maintenance issues)
- F. Service Delivery policies (e.g., types of services, intake process, referral and linkage, length of services, discharge, and discontinuation of services)
- G. Unusual Occurrence Reporting procedures relating to health and safety issues
- H. Procedure for referring individuals to a psychiatrist

CATEGORY 6: Medication Support Services (if applicable)

- A. Labeling
- B. Incoming Medication Log
- C. Medication Storage
- D. Medication Dispensing Log
- E. Auditing Supplies of Controlled Substances
- F. Medication Disposal