

GENERAL OUTLINE AND AGENDA FOR DEPARTMENT OF HEALTH ONSITE REVIEW

Prior to arranging an onsite review, the Department of Health will make preliminary judgement on the adequacy of the delivery system to serve the proposed service area. In most cases, this judgement is made by reviewing maps submitted by the Plan that geographically illustrate the delivery system. At the time the Department determines the system to be satisfactory, the Department will contact the Plan to arrange for the onsite review.

It is expected that key Plan personnel and staff responsible for the day to day management of Plan activities will be present for interview by Department staff. The Department will inform the Plan of who they expect to interview prior to the review. This may vary from plan to plan depending on the arrangements for health care delivery.

In addition to the interview portion of the review, the Department will randomly select a number of credentialing files for inspection. The Department will be looking for evidence that the credentialing and quality improvement processes were conducted in accordance with plan standards. Generally, the Department will be looking for: 1) Department of Health approved, signed, provider contracts; 2) provider compliance with plan standards for credentialing including:

- * licensure
- * onsite visit results
- * medical record review results; and
- * quality improvement plans where plan standards were not met

This list may also vary from plan to plan depending on the standards set by the Plan for the credentialing and quality improvement process.

After completion of the onsite review, the Department will conduct an exit summary for key Plan personnel defining the findings and key areas for improvement.