

Site visits for member grievances:

National Committee for Quality Assurance (NCQA)-specified site performance standards

Overview of Provider Relations site visit procedure

Amerigroup Community Care is required by NCQA to assess the quality, safety and accessibility of office sites where care is delivered.

- All member complaints are reviewed to determine if they fit into one of the four NCQA-specified site performance standard categories below.
- If a provider receives three complaints in any of the listed NCQA categories within a six-month time frame, Provider Relations (PR) will complete a site visit and implement an action plan to resolve any failures identified on the site visit.
- Site visit results are reported to a PR and Quality Management leadership committee that monitors corrective action plans and determines if any additional action is needed.

NCQA-specified performance standards monitored for site visit thresholds

Physical accessibility

The organization has standards for:

- 1) Ease of entry into building or practice site.
- 2) Accessibility of space within the building or practice site.
- 3) Ease of access for physically disabled patients.
- 4) Building, office suites and exits being clearly identifiable.



Example:

A member in a wheelchair could not fit in the restroom and therefore could not get a urinalysis test.

Subtype:

Physical accessibility

Physical appearance

The organization has standards for cleanliness, lighting and safety:

- 1) Waiting rooms are well lit, clean and clutter-free.
- 2) Office hours and closings are posted.
- 3) Smoke detectors and fire extinguishers are updated and operational.



Example:

An OB/GYN's exam room had stains on the chairs, and the bed did not have removable paper.

Subtype:

Physical appearance

Adequacy of waiting and examining room space

The organization has standards for the appropriate size and seating for waiting rooms.

- 1) Adequate seating in waiting room, including overflow.
- 2) Minimum of two private-exam rooms per provider.
- 3) Blood pressure cuff and scale readily accessible in rooms.



Example:

A member stood for 20 minutes waiting for her appointment because there were not enough chairs in the waiting room.

Subtype:

Adequacy of waiting and examining room space

Adequacy of medical/treatment record keeping

The organization has standards for medical/treatment records orderliness, security, confidentiality and documentation practices.

- 1) Individual patient records are stored in confidential manner.
- 2) Medical record items are stored securely inside chart.
- 3) Medical records include all appropriate medical information.



Example:

Medical records were open and readable by members at the check-in window.

Subtype:

Adequacy of medical/treatment record keeping