



## 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 certification and re-certification to ensure the process goes as smoothly as possible. You will find information on what documents need to be shared with Provider Services prior to the visit, what to expect during the visit and a quick reference for creating and updating your policies and procedures binder based on the Contra Costa County Certification and Re-certification Protocol.

### Prior to 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
- Head of Service must be present at the visit and a copy of their professional license provided
- Create or update the binder based on the Contra Costa County Provider Certification and Re-Certification Protocol

### During the visit:

- Be prepared to give a tour of the facility; specifically the spaces that clients have access to, including therapy and group rooms, waiting room, bathrooms and other spaces clients may enter and spend time
- Areas where PHI is stored and medications are administered and stored (if applicable)
- Verify all necessary informing materials are current, available and easily accessible to clients
- The setting is clean, in good repair and free of any safety hazards. Specifically, walk ways free of tripping hazards, decorative and hanging items are secured to the wall, no items that can be used as a weapon by clients, furniture 4 feet tall and over is secured to the wall, etc.
- Present the site specific Policies and Procedures binder to review and discuss
- A brief review of several charts will also be conducted

### School site visit:

- Valid Fire Permit with the name and address of the school where services are rendered
- 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 must be present and a copy of their professional license is provided
- Create or update the site specific binder based on the Contra Costa County Provider Certification and Re-Certification Protocol

During the school site visit be prepared to tour the spaces on campus that your program occupies, have the binder ready and the head of service should be in attendance.

### 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 will need to be completed within 30 days of the site visit.

## Quick reference for Site Specific Policies and Procedures Binder:

Reading through the binder is the most time consuming aspect of the site visit. To streamline the process please use the **Contra Costa Certification and Re-Certification Protocol** to organize the binder and insure all necessary documents are housed within it. The following is a quick reference to assist you in the creation and maintenance of the binder, however it is strongly suggested you use the full protocol for specific details.

### Category 1: Informing materials displayed and available to beneficiaries

- A) Beneficiary brochure (Guide to MediCal Mental Health Services) in English and Spanish
- B) Provider Directory available or a sign stating available upon request in English and Spanish
- C) Posters in plain view and current
- D) All informing materials including Grievance forms, expedited appeals etc. and self-addressed envelopes in English and Spanish are clearly displayed

### Category 2: Valid Fire Permit with address of site where services are rendered

### Category 3: Physical Plant

- A) The facility is clean, in good repair and free of hazards
- B) PHI is properly stored

### Category 4: Written Policies and Procedures

- A) Storage and protection of PHI
- B) Site specific Emergency evacuation plan
- C) Exclusion lists checked upon hire and every month there after
- D) General Operating Procedures specific to site
- E) Site specific maintenance procedures
- F) Service Delivery
- G) Unusual Occurrence Reporting procedure
- H) Procedure for Psychiatric referrals

### Category 5: Head of Service License present during visit and a copy of professional license provided

### Category 6: Medication Services (if applicable)

- A. 1) Labeling (will need to see a sample)
- B. 1) Incoming/Receipt Medication Log (include prescribed, house supply and sample)
- B. 2) Include all required information
- C. 1) Medication storage (thermometers and temperature logs checked 2 times daily)
- C. 2) No food stored in refrigerator with medication
- C. 3) External use medication stored separately
- C. 4) Medication stored in locked area with limited access
- D. 1) Medication Dispensing Log
- E. 1) Controlled Substances logged separately
- E. 2) Recorded daily
- E. 3) Controlled Substance Record contains required information
- E. 4) Controlled Substances are kept separate from other medications
- F. 1) Medications are disposed after expiration
- F. 2) Medication Disposal log maintained
- F. 3) Medication Disposal log includes all required information