



FOR PROVIDERS.
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EXPERIENCE THE ACHC DIFFERENCE

California Licensure Survey Preparation

ABOUT ACHC

MISSION: Accreditation Commission for Health Care (ACHC) is dedicated to delivering the best possible experience and to partnering with organizations and healthcare professionals that seek accreditation and related services.

- Nationally recognized accreditation organization (AO) with more than 30 years of experience
- CMS deeming authority for Home Health, Hospice, and DMEPOS
- Recognition by most major third-party payors
- Approved to perform Home Health California state licensure survey, October 2017
- Quality Management System certified to ISO 9001:2015



RESOURCES

- ACHC has created resources to assist you with the California Licensure Survey including the California Licensure Survey Prep tool and the California Process for Initial Licensure
- To view these resources, log on or create a Customer Central account at cc.achc.org

The image displays two screenshots of ACHC resources. The left screenshot is titled "CALIFORNIA DEPARTMENT OF PUBLIC HEALTH PROCESS OF INITIAL ACCREDITATION" and includes a "HOME HEALTH ACCREDITATION" section. It lists steps for providers who have not submitted an initial licensure application, such as obtaining accreditation standards, reviewing ACHC standards, and submitting applications. The right screenshot is titled "CALIFORNIA LICENSURE SURVEY PREP" and includes a "HOME HEALTH" section. It provides information on licensure requirements and lists policies and procedures that must be available for review, such as written policies, HIPAA standards, and backup procedures.



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CREATE CUSTOMER CENTRAL ACCOUNT


- Step 1: Visit cc.achc.org
- Step 2: Complete the demographic information
- Step 3: Preview the appropriate standards
- Step 4: Download your customized ACHC standards
- Step 5: Obtain the California regulations for home health agencies by contacting the California Department of Public Health (CDPH)






DEMOGRAPHIC INFORMATION


Standards | Application | Becoming Accredited

USERNAME PASSWORD [LOG IN](#)
[Forgot your password?](#)

 CUSTOMER CENTRAL

Becoming accredited with ACHC

- 1) Download Standards 
- 2) Complete Application 
- 3) Accreditation Process 

 Watch a video tutorial of the new Customer Central

Customer Central is your personalized website to complete the accreditation process, from start to finish!

Please provide the information requested below to create your account and download ACHC standards.

FIRST NAME LAST NAME

PHONE EMAIL

COMPANY NAME

ADDRESS

CITY STATE ZIP

---- PROGRAMS OF INTEREST ----

SELECT A USERNAME

ENTER PASSWORD CONFIRM PASSWORD

How soon do you need to be accredited? Which of the following best describes you?

How did you hear about ACHC?



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DOWNLOAD APPROPRIATE STANDARDS

Download ACHC's Standards

Select the program and services applicable to your company and click 'Download'. If standards are not required, continue to your application.

Application »

Applying for reaccreditation? Download the program-specific updates under [Educational Tools](#).

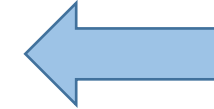
Pharmacy	Download
Durable Medical Equipment, Prosthetics, Orthotics, and Supplies	
Community Retail	
Behavioral Health	Download
Home Health – Medicare Certified	Download

ACHC Home Health Accreditation Standards are applicable for healthcare organizations that provide skilled home health care to patients and participate, or seek to participate, in the Medicare program. Home Health services must be administered in the place of residence on an intermittent basis, under physician's orders, and are typically conducted by skilled professionals. ACHC Home Health Accreditation Standards are written by industry experts to align with national regulations and industry best practices.

Standards ?

ACHC Process ?

- HHA - Home Health Aide Services**
Home Health Aide services are provided by a qualified Home Health Aide (HHA) on an intermittent basis to provide personal care. These services are covered by most payors, including Medicare, when other skilled services are also being provided. Aides are supervised by an RN, PT, OT or ST.
- MSS - Medical Social Services**
Medical Social Services are provided by a qualified Social Worker or a Social Worker Assistant under the supervision of a qualified Social Worker. These services include but are not limited to resolving social or emotional problems that are an impediment to the effective treatment of the patient's recovery. These services are provided on an intermittent basis and are covered by most payors, including Medicare.
- OT - Occupational Therapy Services**
Occupational Therapy services are provided by a licensed Occupational Therapist or Certified Occupational Therapy Assistant (COTA) on an intermittent basis and are covered by most payors, including Medicare. COTAs are supervised by an OT. These services include, but are not limited to upper body strength training, improving range of motion skills, and provision of a home exercise program.
- PT - Physical Therapy Services**
Physical Therapy services are provided by a licensed Physical Therapist (PT) or Physical Therapy Assistant (PTA) on an intermittent basis and are covered by most payors, including Medicare. Physical Therapy Assistants are supervised by a PT. These services include, but are not limited to gait training, strength training, and provision of a home exercise program.



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ACCREDITATION COMMISSION *for* HEALTH CARE

APPENDIX A

Appendix A: Standard Service Table for Selected Services

Standard	HHA	MSS	SN
HH1-1A	X	X	X
HH1-1A.01	X	X	X
HH1-1B	X	X	X
HH1-1B.01	X	X	X
HH1-1C	X	X	X
HH1-2A	X	X	X
HH1-2A.01	X	X	X
HH1-2A.02	X	X	X
HH1-2A.03	X	X	X
HH1-2A.04	X	X	X
HH1-2A.05	X	X	X
HH1-3A	X	X	X
HH1-3A.01	X	X	X
HH1-3A.02	X	X	X
HH1-3B	X	X	X
HH1-4A.01	X	X	X
HH1-5A	X	X	X
HH1-5A.01	X	X	X
HH1-5B	X	X	X
HH1-6A	X	X	X
HH1-6A.01	X	X	X
HH1-6B	X	X	X
HH1-6C	X	X	X
HH1-7A	X	X	X
HH1-8A	X	X	X
HH1-8B	X	X	X
HH1-9A.01	X	X	X

APPENDIX B

Appendix B: Reference Guide for Required Documents, Policies and Procedures

Customized for: HHA, MSS, OT, PD, PT, SN, ST

Standard #	Documents, Policies and Procedures	Agency Notes
HH1-1A.01	Written Policies and Procedures	
HH1-1B	Written Policies and Procedures	
HH1-2A	Written Policies and Procedures	
HH1-4A.01	Written Policies and Procedures	
HH1-6B	Written Policies and Procedures	
HH1-6C	Written Policies and Procedures	
HH1-8B	Written Policies and Procedures	
HH2-1A.01	Written Policies and Procedures	
HH2-2A	Written Policies and Procedures	
HH2-3A	Written Policies and Procedures	
HH2-4A	Written Policies and Procedures	
HH2-5A	Written Policies and Procedures	
HH2-6A	Written Policies and Procedures	
HH2-6B.01	Written Policies and Procedures	
HH2-7A.01	Written Policies and Procedures	
HH2-8A	Written Policies and Procedures	
HH2-8B.01	Written Policies and Procedures	
HH2-9A.01	Written Policies and Procedures	



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PURCHASE STANDARDS

The screenshot shows the ACHC Customer Central checkout interface. At the top, a green navigation bar contains the ACHC logo, 'CUSTOMER CENTRAL', and links for 'Standards', 'Application', 'Accreditation Process', 'After Accreditation', and 'My Account'. Below this is a progress bar with three steps: '1) Download Standards' (grey), '2) Complete Application' (dark blue, active), and '3) Accreditation Process' (green). The main content area is titled 'Checkout items' and shows a table with one item: 'ACHC Accreditation Standards' priced at \$ 199.00. A 'TOTAL:' row shows a price of \$ 199. Below the table is a 'Discount Code' input field and a 'RECALCULATE' button. The form is divided into two columns. The left column contains 'Billing Information' and 'Shipping Information' sections, each with fields for First Name, Last Name, Street Address, City, State (dropdown), ZIP, Phone, and Email. The right column contains 'Credit Card information' with fields for Card Number, Security Code (with a help icon), and Expires (Month and Year dropdowns). It also includes checkboxes for 'Personal Account' and 'Business Account', a 'SUBMIT PAYMENT' button, and logos for Visa, MasterCard, Discover, and American Express. At the bottom right of the credit card section is a 'GOODADDF.COM VERIFIED & SECURED' badge.



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COMPLETE THE APPLICATION

The screenshot shows the ACHC Customer Central interface. The top navigation bar includes 'CUSTOMER CENTRAL', 'STANDARDS', 'APPLICATION', 'RESOURCES +', 'EASY PAY', and 'MY ACCOUNT +'. The left sidebar features the Account Services Team member Katherine Mitchell (kmitchell@achc.org), the ACHC address (139 Weston Oaks Ct., Cary, NC 27513), and links to Video Tutorials and PDF Resources. The main content area displays a welcome message for 'Home Care Company' (PCAB Pharmacy Customer - Cary, NC) and provides instructions on how to start a new application or renew an existing one. Below this are three buttons: 'GET STANDARDS', 'NEW APPLICATION', and 'RENEWAL'. The 'In Progress' section shows an empty table with columns for Application, Date Submitted, Type, Status, and Last Updated. The 'Accreditation History' section shows an empty table with columns for Company, Date Submitted, Payment, Accreditation Date, and Status.

Account Services Team

Katherine Mitchell
kmitchell@achc.org

ACHC
139 Weston Oaks Ct.
Cary, NC 27513

Video Tutorials
Customer Central Tour
Application Tour
PER "How To"
On-Site Survey
POC "How To"

PDF Resources
Home Health Pre-Survey
Hospice Pre-Survey
DMEPOS Pre-Survey
PER Documents
More Forms »

Welcome, Home Care Company PCAB Pharmacy Customer - Cary, NC

Your entire process begins with an application. To start a new application click "New Application," or to renew an existing accreditation, click "Renewal." A "Renewal" allows you to copy a previously completed application - saving you time!

Click the [EDIT] button under the "In Progress" section to continue the process once you've created an application.

GET STANDARDS NEW APPLICATION RENEWAL

In Progress

APPLICATION	DATE SUBMITTED	TYPE	STATUS	LAST UPDATED
You do not have any applications in progress.				

Accreditation History

COMPANY	DATE SUBMITTED	PAYMENT	ACCREDITATION DATE	STATUS
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SUBMIT REQUIRED PAPERWORK

- Online application
- Deposit \$1,500
- Signed Accreditation Agreement
- File an application and any additional documentation required with the Central Applications Unit (CAU) of the CDPH and include a cover letter indicating that you intend to hire ACHC as your accreditor



NEXT STEPS

- Once CAU determines that your licensure application is complete, you will receive an application approval letter
- CAU will send ACHC a copy of this letter
- CAU will send a copy of this letter along with the completed application to the District Office (DO)
- You should contact ACHC to schedule your initial licensure survey and verify that ACHC has received a copy of the letter from CAU

ON-SITE SURVEY

- Survey date will be scheduled
- Interview the Administrator and/or the Director of Nursing/Clinical Manager
- Will review policies and procedures; must have state-specific policies and procedures
- Will review personnel records for the Administrator and the Director of Nursing/Clinical Manager to ensure they meet the California requirements
- Will review a mock patient record to ensure the required components will be included in the patient record
- Will review any patient education materials and/or admission packet
- Will review governing body meeting minutes, if applicable

CORRECT DEFICIENCIES ON SITE

- For any deficiencies the Surveyor identifies, make all corrections that you can and show the Surveyor before he or she leaves
- Once survey is completed, the Surveyor will submit all required documentation to ACHC; the findings will be reviewed and you will receive your Summary of Findings (SOF) within 10 business days from the last day of survey
- ACHC will notify CDPH of the final accreditation decision in writing and once the approval decision is received, your agency will be granted accreditation for one year
- CDPH will issue you a home health agency provisional license

INITIAL MEDICARE CERTIFICATION

- Complete and submit an 855A application to The Centers for Medicare and Medicaid Services (CMS); once approved submit approval letter to ACHC
- Develop your patient caseload
 - 10 patients served with 7 active at time of survey
 - Must meet the definition of CMS skilled care per the Medicare Benefit Policy Manual Chapter 7
 - Do not have to be Medicare beneficiaries
- Successfully complete and transmit an Outcome and Assessment Information Set (OASIS) and submit a copy of the Final Validation Report to ACHC
- Provide skilled nursing services and one other therapeutic service, PT, OT, SLP, MSS, or Aide services; one discipline must be provided entirely by W2 employees
- Notify ACHC in writing when all of the requirements have been completed



INITIAL MEDICARE CERTIFICATION

- ACHC will create a second ACHC Agreement for Accreditation Service and send to you for approval
- Once this agreement is signed and returned to ACHC, your unannounced Initial Medicare Certification survey will be scheduled

RESOURCES

- ACHC has created resources to assist you with the California Licensure Survey as well as your Initial Medicare certification survey and Medicare re-certification survey
- To view these resources, log in to Customer Central at cc.achc.org
- Your best resource is your personal Account Advisor
- If you have any questions regarding this presentation or about the survey process, contact your Account Advisor



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QUESTIONS?

Contact your personal Account Advisor or Account Services Representative