



“Every patient deserves exemplary care.”

**The provider must focus on what matters most to Patients
Safety, Honesty & Caring[®]**

The Compliance Team, Inc Exemplary Provider™ Accreditation Program

Our accreditation advisors work with you every step of the way!

- * Conference call series with advisor
- * Q&A via e-mail
- * TCT website access for resources



The Compliance Team, Inc Exemplary Provider™ Accreditation Program

Standards Overview

- * Universal Standards
- * Specialty Standards

The Compliance Team, Inc Exemplary Provider™ Accreditation Program

Overview

Universal Standards

- * Corporate Compliance
- * Administration
- * Human Resources
- * Quality Improvement
- * Risk Management

The Compliance Team, Inc Exemplary Provider™ Accreditation Program

Overview

Specialty Standards

- * Equipment Management
- * Infection Control
- * Patient Services
- * Diagnostic Services
- * Government/Regulatory

Third Party Recognition of Quality through Accreditation & EP Status

1

- Differentiates your company from competition

2

- Outside agency **VALIDATES** Your Quality to customers

3

- Sends **POWERFUL** message to community served

TCT Accreditation Success Stories:

Approximately 5,000 Providers accredited since 2006

**Approximately 2,500 Pharmacies currently accredited
1000 in rural America**

Operational Aspects of What makes The Compliance Team, Inc different?

Easy to understand Quality Standards with Compliance Guidelines instead of cumbersome manuals and pages of details.

Safety•Honesty•Caring®

Quality Standards for DMEPOS

Universal Standards for All Suppliers

CORPORATE COMPLIANCE

COM 1.0 The organization has a Corporate Compliance plan.

EVIDENCE OF COMPLIANCE:

1. The organization has a written plan that includes the following:
 - Philosophy
 - Designated Compliance Officer who is in a leadership position of the organization.
 - Objectives
 - Training of employees on Fraud Waste Abuse, Corporate Compliance, Standards of Conduct annually.
 - Internal communication system identified
 - Corporate Policies & Procedures that promote a commitment to compliance. These include areas like: standards of conduct; billing practices; marketing; disciplinary action and corrective action
 - Quality Improvement techniques utilized for problem identification; investigation of problems; monitoring and audits.
 - Company Risk Assessment. Must address areas in which the industry is vulnerable (i.e. The OIG work Plan) or areas where the company has vulnerability.
2. All employees must agree to abide by the elements of the Compliance Plan and the Standards of Conduct.

COM 2.0 The organization is in good standing with the Medicare/Medicaid Programs.

EVIDENCE OF COMPLIANCE:

1. The organization that participates in the Medicare/Medicaid program has been free of sanctions for a period of at least 2 years.
2. Organization prohibits employment/contracting with individuals or company who has been convicted of a criminal felony offense related to healthcare or who are charged with criminal offenses related to healthcare. (Verification required through OIG exclusion database (oig.hhs.gov/exclusions/) and EPLS- (Excluded Parties List) and documentation must be maintained in the HR file.

DMEPOS Exemplary Provider™ Accreditation Program Quality Standard: & Evidence of Compliance
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Quality Standards for DMEPOS

Universal Standards for All Suppliers

CORPORATE COMPLIANCE

COM 3.0 The organization has written standards of conduct.

EVIDENCE OF COMPLIANCE:

1. The organization has standards of conduct in writing.
2. There is written documentation of training on above in personnel or training files.
3. Employees agree to abide by the Standards of Conduct and documentation is found in their personnel file.
4. Employees are knowledgeable of the standards when interviewed.
5. Standards of Conduct should include a non-retaliation statement.

COM 4.0 The organization has policies and procedures regarding disciplinary and corrective action to be taken when fraudulent behavior is suspected.

EVIDENCE OF COMPLIANCE:

1. Written policies and procedures identify steps in process.
2. Education of employees is documented and maintained in the personnel file or training file.

COM 5.0 The organization verifies the license of referring physicians either through a State licensing board or a Hospital Medical Staff office.

EVIDENCE OF COMPLIANCE:

1. The organization has a process for the verification of active and valid State licensure and expiration dates and NPI of all referring physicians.
2. Compliance includes all of the following:
 - *Verification from State Licensing Board or List from State Licensing Board and
 - *NPPES (<https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do>)
3. This information is documented and tracked in an organized format.

DMEPOS Exemplary Provider™ Accreditation Program Quality Standard: & Evidence of Compliance
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The Compliance Team
Exemplary Provider Accreditation

Operational Aspects of What makes



<u>Policies & procedures</u>	<u>Standards</u>	<u>Need</u>	<u>Have</u>	<u>Pol #</u>
<ul style="list-style-type: none"> • Storage, handling and dispensing of drugs 	DRG 1.0	_____	_____	_____
 <u>Forms</u>				
<ul style="list-style-type: none"> • Records of the receipt and disposition of all scheduled drugs 	DRG 1.0	_____	_____	_____
 <u>Actions to be Take</u>				
<ul style="list-style-type: none"> • Schedule II drugs properly secured • Process for complete and legible labeling • Containers meet Poison Prevention Pkg. Act • Drug reference and antidote info available • Annual review of Pharmaceutical policy 	DRG 1.0 DRG 1.0 DRG 1.0 DRG 1.0 DRG 1.0	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____

Additional Notes:

What makes The Compliance Team, Inc different? “Accreditation Simplified”

One on One Teleconferences and Webinars with a Personal Advisor to guide through accreditation preparation included.



Exemplary Provider™ Accreditation Programs Documentation

COM 3.0 The organization has written standards of conduct.

EVIDENCE OF COMPLIANCE:

1. The organization has standards of conduct in writing.
2. There is written documentation of training on above in personnel or training files.
3. Employees agree to abide by the Standards of Conduct and documentation is found in their personnel file.
4. Employees are knowledgeable of the standards when interviewed.
5. Standards of Conduct should include a non-retaliation statement.

STANDARDS OF CONDUCT

Employer Standards

This organization shall comply with all local, state and federal regulations that apply.
The organization does not accept bribes, kickbacks or tips for any purpose.
The company is not part of the ownership of any other entity that generates referrals to it.
All employees are trained on proper business conduct.
All employees are given instruction on the company's Policies and Procedures.
All information regarding our client's medical condition are kept confidential and only released by signature from the client.
All insurance claims reflect products or services that are actually delivered.
Exact billing codes that match the Certificate of Medical Necessity Diagnosis will be used on all claims.
A licensed physician must approve and complete appropriate documentation for medical equipment.
All marketing materials and advertisements are honest, informative and non-deceptive.
All potential employees are screened and references are checked.
The organization will maintain a "non-retaliation" policy for any reported standards of conduct, suspected fraud, waste or abuse practices or other potential violations.

Employee Standards

No employee will knowingly engage in deceptive, misleading or fraudulent acts.
No employee will accept any monetary remuneration from clients or referring sources.
All employees will follow company policies and procedures that relate to their position.
All patient information shall remain confidential.
Patient information will not be released without the patient's knowledge and written permission.
All information given to potential clients will be truthful, factual and informative.

Standards of Conduct

Policy # CC - 103
Date Effective:
Date Revised:
Approved by:

Purpose: To secure a proper business environment through the practice of proper business standards of conduct.

Policy: All staff shall follow the guidelines established in the Standards of Conduct.

Procedure:

1. Standards of Conduct must be posted.
2. Standards of Conduct must be signed by each employee and placed in their personnel file.


What makes The Compliance Team, Inc different? “Accreditation Simplified”

Electronic Benchmarking to track Patient Outcomes Data and compare to National database, a required CMS standard that others pay extra.

TCT's Electronic Benchmarking tool allows Exemplary Provider™ accreditation clients to compare their patient satisfaction results to their peers around the country. Many participating DMEPOS, pharmacy and specialty providers use TCT's data collection and benchmarking portal to help them grow their businesses by using their comparative data reports as a marketing tool to referral sources and to go after desired managed care contracts.

View Surveys

Sort On:

	Survey Type Created Date Created By	Conducted Date Conducted By	Patient Info	Equipment Category Info
 view	Universal 12/02/2009 Test Simmerman	12/02/2009 Leah Kennedy	Susie Smith 2156549110	Wheelchairs-Standard Manual (M06) New
view	Universal 12/10/2009 Test Simmerman	12/10/2009 Steve S	Bob Smith	Neurostimulators (PD04) New
view	Universal 01/15/2010 Test Simmerman	01/15/2010 Leah Kennedy	Sallie Kennedy 7075551212	Wheelchairs-Standard Manual (M06) New

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What makes The Compliance Team, Inc different? “Certification/Accreditation Simplified”

All Program Elements included in a single price.

All contracts are for 3 years

The Compliance Team allows Providers
of all sizes to break down contract fees into
3 annual payments.

Company Contact Overview

Name/Address: The Compliance Team, Inc.
P.O. Box 160, 905 Sheble Lane
Spring House, PA 19477

Phone: 215-654-9110

Fax: 215-654-9068

Website: www.thecomplianceteam.org

Kate Hill, RN, Director of Clinical Services
khill@tctinc.us