

August 4, 2020

Dear Provider,

Accreditation Commission for Health Care (ACHC) is offering virtual accreditation surveys for DMEPOS and Pharmacy providers, giving you a safe, efficient way to meet regulatory, licensure, and payor requirements during the COVID-19 public health emergency.

For Medicare providers, the previous 90-day accreditation extension recently expired and has not been extended. However, as we await Medicare updates or if you're a private provider, accreditation requirements still must be met for state licensure certification, third-party payors, workman's comp, Medicaid, and Medicare Advantage Plans. Reimbursement for the services and equipment you provide may be contingent on meeting these requirements.

As uncertainties remain during the pandemic, virtual surveys are quickly being accepted as a safe, convenient way for providers to comply with mandates. With no on-site visits, virtual surveys put concerns over Surveyor travel and in-person contact to rest, reducing risk and allowing you to focus more on patient care and business operations.

At ACHC, initial and renewal virtual surveys are conducted by our industry-expert Surveyors and cover the same scope, quality, and review of standards as on-site surveys. A second, on-site validation survey may follow, when feasibly possible, to review implementation of your Plan of Correction (POC).

We also are still offering on-site DMEPOS and Pharmacy surveys in areas where it is safe to do so. Please reach out to us for more information.

As always, we're here to help. Contact us for a free pre-survey checklist showing you how simple it is to prepare for a virtual survey. You can depend on ACHC to keep you informed and make sure you're all set for a smooth, streamlined survey process. Please email customerservice@achc.org or call (855) 937-2242 ext. 458 to get started.

Sincerely,



Timothy Safley, MBA, RRT
Program Director
Accreditation Commission for Health Care