Q. Why is accreditation important?
A. Accreditation is a process of review based on standards that foster a higher level of performance and patient care. The process allows healthcare organizations to demonstrate their ability to meet these standards, reflecting their dedication and commitment to enhancing operational procedures and advancing improvements in quality, safety, and consistency.

On-site accreditation surveys are conducted every three years. Surveyors follow a comprehensive review process that looks at organizational structure, policies and procedures, and compliance with applicable laws, rules, and regulations.

ACHC offers a positive, educational survey experience that promotes continuous quality improvement and business efficiencies. Our streamlined process provides exceptional value and convenience, allowing providers to focus more on patient care.

Q. Why was Mobile Dentistry Accreditation developed?
A. ACHC's Dentistry Accreditation program offers recognition for excellence in providing mobile dentistry services. Our Mobile Dentistry Accreditation was developed to support providers dedicated to offering the highest quality care and improving business efficiencies. It is the first in the industry to validate the quality of care provided by mobile and portable dental operations.

Standards were written by industry experts to align with best practices that enhance operational procedures and advance improvements in quality, safety, and consistency. In addition, standards meet the needs of payors to distinguish quality care and validate service delivery.

Accreditation confirms that patient care delivery follows the standard of care for dental services and meets infection control standards. It also certifies that accurate documentation is maintained for services performed.

Q. How does earning accreditation benefit my practice?
A. Accreditation is a vital tool to optimize and strengthen your mobile dentistry practice. It can help drive performance improvement, operating efficiencies, and risk management – key aspects of a successful business strategy.

Attaining ACHC Mobile Dentistry Accreditation confirms the quality of your services, demonstrating your dedication to delivering a higher level of care.

Being recognized as an accredited organization differentiates your practice within the community, offering significant competitive advantages. Achieving accreditation provides assurance that your practice delivers the highest quality care, giving customers the confidence to choose your practice over one that is not accredited.

Q. Will ACHC help my organization prepare for an accreditation survey?
A. ACHC focuses on serving providers. Expert support teams are available to assist you before, during, and after a survey.

All ACHC customers are assigned a personal Account Advisor who is dedicated to meeting your individual needs. Your Account Advisor and ACHC clinical experts are available to offer guidance and assistance throughout the accreditation cycle.

Preparing for an accreditation survey gives your organization an opportunity to identify strengths and areas for improvement. ACHC's collaborative, educational accreditation process provides essential information that can improve the effectiveness and efficiency of your organization.
Q. How do I apply for accreditation?
A. ACHC’s streamlined process is designed to help you quickly and easily achieve accreditation. Get started at achc.org. Our dedicated customer service experts also are available to help. Email customerservice@achc.org or call (855) 937-2242, ext. 458.

Q. Is a state license required?
A. The dentist and dental hygienist need to be licensed, as required by the state(s) they are providing services in. In some states, dental assistants also need to be licensed or need to have earned required certification. The mobile dentistry practice needs a license or permit, if required by state law. Other state and local licenses and/or permits may be required, such as a vendor’s license or a city/county business license/permit.

Q. Are there federal or state mobile dentistry regulations?
A. There are currently no federal regulations governing the practice of mobile dentistry. There are some states that have mobile dentistry laws and regulations.

Q. Are there any Medicare/Medicaid/payor rules that must be followed?
A. Traditional Medicare (Part A or B) does not cover dental services, but Medicare Advantage Plans (Part C) do. Medicaid and private payors cover dental services. Providers need to comply with the requirements of each payor.

Q. How many days will the survey last?
A. The length of the survey will depend on how many dental teams or mobile dental units the provider has. A single dental team or mobile dental unit survey will be one day.

Q. Will the Surveyor go out in the field with personnel?
A. Yes, the Surveyor will observe personnel performing services in the field. This is to verify that services are being provided as per ACHC Standards and the provider’s policies and procedures.

Q. What is the minimum number of patient files that will need to be reviewed?
A. The number of files reviewed depends on the size of the organization, but a minimum of three files needs to be reviewed during the survey.

Q. Which personnel files will the Surveyor review?
A. The Surveyor will review the files of dentists, dental hygienists, and dental assistants involved in the provision of services. The Surveyor may also review the files of office managers and billing staff.