



EHNAC

Electronic Healthcare Network Accreditation Commission



ACCREDITATION GUIDELINES

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We, at EHNAC, believe that through successful completion of the accreditation process, organizations can more efficiently implement best practices, improve performance and comply with industry standards.

These guidelines are intended to answer any questions you have on becoming accredited, including accreditation types, the denials process, modifications, appeals and late penalties.

If you would like additional information on the topics discussed below, please visit www.ehnac.org, and/or send any questions or comments to info@ehnac.org or call 860-408-1620.

The Accreditation Process

Both first time applicants and re-accreditation candidates will follow the same process for achieving accreditation.

Pre-application

Organizations interested in knowing if they qualify for EHNAC accreditation must first complete the pre-application on the EHNAC Web site. A letter will be emailed to the applicant to verify that the entity is qualified to be accepted for accreditation candidacy. The pre-candidate will be referred to an online accreditation application(s), which must be completed for each program that the pre-candidate seeks to accreditation for.

An [Applicant Agreement](#) document and a [Sentinel Events](#) document must both also be signed by or on behalf of the pre-candidate and mailed to the address indicated on the application.

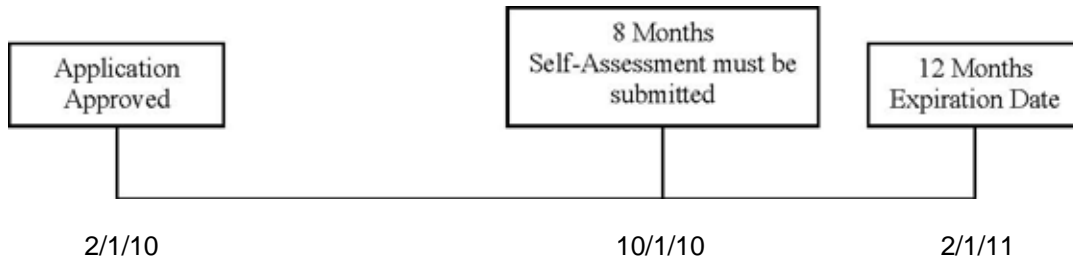
A financial statement to verify your organization's revenue must also be submitted. Examples of a suitable financial statement include a signed attestation from your accountant or CFO, a tax return or an Annual Report. Organizations that state they are at the highest revenue level do not need to submit this document.

Summary of the Accreditation Process

1. Complete the [pre-application](#) on the EHNAC Web site.
2. A clarification letter is emailed to the organization.
3. Complete an electronic detailed application for each program applied for.
4. Upload to EHNAC portal or fax the signed Applicant Agreement and Sentinel Events documents, and revenue verification and mail the application fee to EHNAC.
5. Pay of application fees [Annual fee & site visit fee(s)].
6. Upon acceptance of the completed application(s), the EHNAC Self-Assessment zip file will be made available to the organization.
7. The guidelines and all other documentation are available on the EHNAC Web site for further review.
8. Prepare the Self-Assessment Report and submit via EHNAC portal **4 months before the expiration date.**
9. If the Self-Assessment Report contains sufficient satisfactory information and documentation to support the candidate's application, a site visit will be scheduled to verify the information contained in the report. If the Commission or the assigned site reviewer has questions, it may return the Self-Assessment Report for further information before a date is set for the site review.
10. Submit the site visit expense fee.
11. The Commission reviews, comments and votes on the Self-Assessment.
12. The organization will be informed whether the accreditation has been approved or denied.

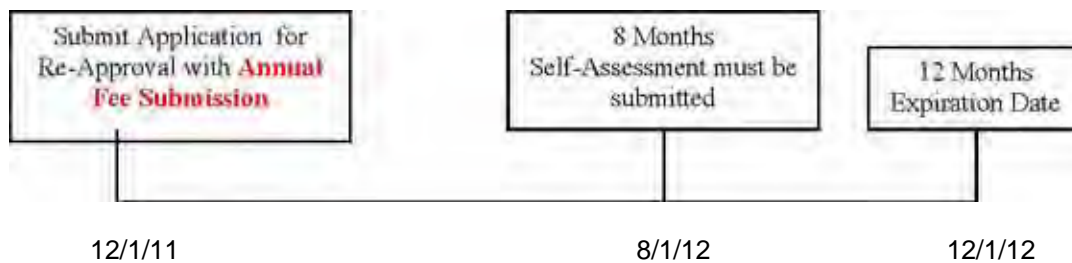
Sample Accreditation Timeline

First Time Applicant



Accreditation received 12/1/10 which becomes the Accreditation Date.
Annual fee is due each year by this date.
 Expiration date 12/1/12.
 Self-assessment is due 8/1/12.

Re-Applicant



The Annual Fee could be submitted without the Re-application at that time but most organizations need several months to prepare the Self-assessment. In any case, the Self-assessment is due 8 months from the annual fee due date.

Accreditation Fees

How to determine an Organization's Size

Organization fees are based on revenue.

This revenue from an organization is defined as any services performed either electronically or paper-based that supports the network. This includes all electronic transactions, patient statements, customer service, infrastructure, technical performance, business practices, privacy and security and resources.

The revenue from banking organizations is based on the size of their treasury management operations handling the healthcare services business line. Healthcare trading partners include such entities as providers (such as physicians and hospitals), labs and ancillary professionals, payers, medical supplies/distributors and pharmaceuticals.

NOTE: Six months of operating revenue must be provided to be considered for accreditation.

Annual Fee

Annual Fees For All Programs					
Size	Revenue Amount	Annual Fee	Multiple Program/ Accreditation	Site Visit Fee/ Site/ Day	HNAP-70 SV Fee/Site/ 1.5 day
Very Small	Under \$3M	\$2,500	\$1,250	\$3,500	\$4,500
Small	Greater Than \$3 Less Than \$8M	\$3,000	\$1,500	\$3,500	\$4,500
Medium	Greater Than \$8 Less Than \$20M	\$6,000	\$3,000	\$6,000	\$7,500
Med/Large	Greater Than \$20 Less Than \$50M	\$10,000	\$5,000	\$6,000	\$7,500
Large	Greater Than \$50M Less Than \$75M	\$15,000	\$7,500	\$6,000	\$7,500
Very Large	Greater Than \$75M	\$20,000	\$10,000	\$6,000	\$7,500

Multiple Program Fee

The Multiple Program Fee occurs when an organization applies for accreditation in more than one program. The Multiple Program Fee applies to all programs applied for and is based on organization revenue. This fee is paid like the site visit on the accreditation year.

Outsourced Program

The annual fee is \$3,000 per organization regardless of revenue. The site visit fee is \$3,500 per site regardless of the revenue.

Re-accreditation Fees

The fees are the same for each accreditation. The annual fee is paid each year and all other fees are paid every other year on the accreditation year.

CAQH CORE Discount

As of June 1, 2009, CORE certified entities can take advantage of a one-time discount for CORE Phase I and/or Phase II certified entities. The partnership program discount is \$400 for organizations with annual revenue below \$75 million, and \$600 for organizations with annual revenue above \$75 million. The entity will indicate that it is CORE Phase I and/or Phase II certified when submitting its application. (EHNAC will confirm CAQH CORE certification status independently.) View <http://www.caqh.org> for more information about CORE certification.

Site Visit Fees

The Site Visit Fee is charged for each site reviewed. The site visit fee is based on a per day fee for all programs except the HNAP-70 program.

The site visit fees for the HNAP-70 program are listed separately and are based on 1 1/2 days.

For organizations with multiple lockbox facilities, a site visit rotation will be used to accredit the candidate as follows:

No. of Sites	Site Visits Required	No. of Sites	Site Visits Required	No. of Sites	Site Visits Required	No. of Sites	Site Visits Required
1	1	7	5	13	8	19	11
2	2	8	5	14	8	20	11
3	3	9	6	15	9	21	12
4	3	10	6	16	9	22	12
5	4	11	7	17	10	23	13
6	4	12	7	18	10	24	13

Travel expenses are not included and will be invoiced after the site visit(s).

In addition to the site visit fee, when a self-assessment process requires subsequent resubmissions of the documentation to meet the criteria after the site visit is completed, there will be a charge of \$200/hours for the site reviewer time per additional submission of documentation.

Re-accreditation Fees

The fees are the same for each accreditation. The annual fee is paid each year and all other fees are paid every other year on the accreditation year.

Submission Requirements

Pre-candidate organizations must submit:

1. Application(s) - (electronically)
2. Annual and site visit fees - (mailed)
3. Signed Applicant Agreement - (Uploaded to the EHNAC portal or faxed to 860-760-6630)
4. Signed Sentinel Events - (Uploaded to the EHNAC portal or faxed to 860-760-6630)
5. Verification statement of organization's revenue - (Uploaded to the EHNAC portal or faxed to 860-760-6630)

Upon receipt of all the above items, the Commission will then review the documents to determine if the pre-candidate is accepted by EHNAC for accreditation processing and further review by the Commission.

Application acceptance

If accepted for processing, the applicant is awarded Candidate Status. If the application is not accepted, the fee is returned (less a processing charge of \$500). If the application is withdrawn after three months from the date of approval no money will be refunded.

EHNAC Self-Assessment zip file is made available to candidate. This contains all of the instructions and documentation needed to complete the Self-Assessment Report.

EHNAC will study the Self-Assessment Report to determine if it has been satisfactorily completed and is supported by the required. Once EHNAC has accepted the candidate's Self-Assessment Report, EHNAC will contact the candidate to set a date for an EHNAC site review to verify compliance with the information reported. If the site reviewer has questions about the Self-Assessment Report, they may return it for further information, documentation and clarification before a date is set for the site review.

An invoice will be sent for the expenses after the EHNAC site review is completed. Accreditation will not be granted until this fee is paid.

Following the EHNAC site review, the site reviewer will complete a report and make recommendations to the Commission. A copy of the report is sent by the site reviewer to the candidate for verification of the factual data. The candidate's Self-Assessment Report is submitted to the Commissioners who will make a decision by electronic balloting to:

- Award Full Accreditation;
- Award Provisional Accreditation; or
- Deny Accreditation.

Late Submissions

The Self-Assessment Report must be submitted 4 months prior to expiration. This allows time for review, revisions, a site visit and appeals. This also prevents a gap in the accreditation or re-accreditation process. Re-accreditation Self-Assessments CANNOT be submitted prior to 4 months of the expiration date.

A penalty is issued for each month the Self-Assessment is late. Penalties continue to accumulate throughout the approval process.

If a company has not completed the re-application process by the expiration date they will be removed from the Web site. If the Self-Assessment is not submitted within three (3) months AFTER the expiration date has passed, the company will be removed from the EHNAC Web site and must restart the accreditation process again, including fees.

See page 4 to review a sample Accreditation Timeline, or see page 8 for more details on the Late Submission Policies.

Additionally, when the Self-Assessment process requires subsequent resubmissions of documentation, to meet the criteria, after the site visit is completed, there will be a charge of \$200/hour for site reviewer time per each additional submission of documentation.

Financial penalties are also assessed for late submission of annual fees and are listed below.

	Revenue	Late penalty
Very small	Less than \$3M	\$750/month
Small	Greater than \$3M; less than \$8M	\$1,000/month
Medium	Greater than \$8M; less than \$20M	\$1,500/month
Med/Large	Greater than \$20M; less than \$50M	\$1,500/month
Large	Greater than \$50M; less than \$75M	\$2,000/month
Very large	Greater than \$75M	\$2,000/month

Late Submission Policies

	Situation	Policy
1	When a first time accredited company does not pay the Annual Fee and any applicable fees within one month after they are accredited.	A first time accredited company is issued an invoice within a week after their accreditation for that year's annual fee and is given 30 days to remit payment. If payment is not received within 45 days from the invoice date, the company is removed from the website, and will be reinstated on website when payment is received. Penalties will be assessed until the Annual Fee is received.
2	When an accredited company does not pay the Annual Fee by the accreditation date.	An invoice is issued 2 months before payment is due. If annual fee and late fee payment are not received within 45 days past the Annual Fee due date the company is removed from the website and will be reinstated on the website when payment is received. Penalties will be assessed until the Annual Fee and any late fees are received. If the entity has not paid the annual fee by the end of the 90 days past the Annual Fee due date they must begin the application process again. All incurred penalties must be paid before a subsequent application can be approved.
3	When a Self-assessment is NOT submitted on the due date (4 months before expiration date) however it is submitted before the expiration date.	The company must submit a formal request for an extension and provide reasons for the request. Penalties are issued for each month the Self-assessment is late. Penalties will be assessed until the Self-assessment is submitted. If the Self-assessment is not submitted 1 month before the expiration date the late fee will go into effect from the Self-assessment due date and will continue until the date the accreditation is approved.
4	Accreditation is not achieved and the Expiration date takes place.	If the accreditation is not completed before the expiration date the late fee will go into effect from the expiration date and will continue until the date the accreditation is approved.
5	The accreditation status is Provisional and the Expiration date takes place prior to the time Accreditation is achieved.	If the accreditation is not completed before the expiration date the late fee will go into effect from the expiration date and will continue until the date the accreditation is approved.
6	When an accredited company completes the Application Process after the Expiration Date.	The company is removed from the website on the expiration date if the application has not been submitted. If the application is submitted within 30 days of expiration the candidate must pay penalties from the date the Self-assessment was due (4 months prior to expiration) through the application process and until accredited. If the application is submitted after 30 days from the expiration, they will have a gap, must reapply again, and upon accreditation will be issued a new base accreditation number.
7	When an accredited company completes the Application Process but has not submitted the Self-assessment prior to the expiration date.	The company must submit a formal request for an extension and provide reasons for the request. Penalties are issued from the date the Self-assessment was due (4 months prior to expiration) until accredited. A 90 day grace period is provided from the expiration date. If the entity has not submitted the Self Assessment by the end of the 90 days past the expiration date they will be removed from the EHNAC website and must begin the application process again. All incurred penalties must be paid before a subsequent application can be approved.
8	When an accredited company completes Self-assessment after the expiration date.	The company must submit a formal request for an extension and provide reasons for the request. Penalties are issued from the date the Self-assessment was due (4 months prior to expiration) until accredited. A 90 day grace period is provided from the expiration date. If the entity has not submitted the Self Assessment by the end of the 90 days past the expiration date they will be removed from the EHNAC website and must begin the application process again. All incurred penalties must be paid before a subsequent application can be approved.
9	When the Self-assessment process requires a number of resubmissions of supplemental documentation to meet the Criteria and possibly additional site visits.	Late penalties remain as above. Charge \$200/hour for site reviewer review time for each additional submission of supplemental documentation. Charge for any additional site visits and site reviewer expenses.

Site Visits

Site visits are made to all accreditation candidates to confirm the materials presented in the Self-Assessment Report, to conduct interviews with various individuals, to review facility security, etc. The site reviewer(s) makes a confidential report to the Commission and recommends either: Full Accreditation, Provisional Accreditation or denial of the accreditation. [Site reviewers](#) also advise the organizations regarding best practices to help them continually improve their services to the healthcare community.

Site Reviewers

Site reviewers are selected by the Commission from a pool of experienced professionals. Periodic professional development is provided to ensure that sufficient resources and specific areas of expertise are always available. A single site reviewer is generally used. However, when the size or diversity of the organization's operations requires it, a team may be sent. If there is a major concern regarding the site reviewer selected to conduct the site review, please immediately contact EHNAC to discuss the issue and determine if an alternate resource can be assigned.

Conduction of the Site Visit

Site reviewers are required to read the candidate's Self-Assessment Report at least two weeks in advance of the site visit. The site reviewer and the candidate should develop, at least a week before the visit, a schedule including any meetings with individuals or groups, needs for access to records and an "open" period during which employees may have free access to the site reviewer.

Site reviewers must restrict their review to activities that are necessary to their role as site reviewers for the Commission. It is important for the site reviewer to avoid involvement in personnel issues or becoming an advocate for any individual or group involved in making internal decisions.

At the conclusion of the site visit, the site reviewer conducts an exit interview with the CEO, or designee, and any others the candidate chooses to include. The purpose of the exit interview is to summarize the site reviewer's conclusions about the accuracy of the Self-Assessment Report and the accuracy of the degrees of compliance with the Commission's criteria. The candidate cannot, however, at this time be fully informed of all recommendations to be made by the site reviewer to the Commission.

Site Visit Report

A survey report is written by the site reviewer within ten (10) business days of the completion of the site visit. The report is sent to the candidate for correction of factual errors and must be returned to the site reviewer within ten (10) business days of receipt. The final survey report is then presented to the Commission by the site reviewer. The report includes:

- evaluation of the accuracy of the Self-Assessment Report;
- description of the degree of compliance with each of the Commission's criteria;
- any additional information that bears on the ability of the candidate to maintain creditable levels of service to its clients; and
- recommendation for action – either Full or Provisional Accreditation or denial of the application.

If the recommendation is for Provisional Accreditation, the site reviewer should specify those areas that require improvement and recommend a time limit for achieving a satisfactory level of performance. The Commission will determine whether or not an additional site visit is necessary. If the recommendation is for denial of accreditation, the report should specify the criteria in which the candidate is deficient.

Post Visit Restrictions

Site reviewers must not use information obtained during the site visit for personal profit and must agree in writing to refrain, for a period of one year, from accepting payment for personal, business or consulting services from the candidate.

Sample Site Visit Reports

All EHNAC program site visit reports were revised on January 1, 2011 to reflect the criteria changes.

[ePAP Site Visit Report Version 6.2](#)

[FSAP-EHN Site Visit Report Version 2.2](#)

[FSAP-Lockbox Site Visit Report Version 2.2](#)

[HIEAP Site Visit Report Version 1.0](#)

[HNAP-70 Site Visit Report Version 1.2](#)

[HNAP-EHR Site Visit Report Version 10.2](#)

[HNAP-MB Site Visit Report Version 1.1](#)

[HNAP-TPA Site Visit Report Version 1.1](#)

[MSOAP Site Visit Report Version 1.0](#)

[OSAP Site Visit Report Version 1.1](#)

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