

Provider Compliance Reviews

A routine review is conducted once during each certification period. The reviewer will contact you in advance to schedule a routine review. Make sure you are responsive and comply with requests for scheduling and providing any/all information requested.

A special review may be conducted in response to concerns related to health and welfare that are received through complaints or major unusual incidents. The reviewer may or may not contact you in advance to schedule a special review.

General Process and Timelines of a Review

1. 90 days prior to the review- you will receive an email notification that a review will occur and instructions on how to delegate yourself as the contact for the review in the DODD Portal.
2. 60 – 45 days prior – reviewer will contact you via email or phone to set the review date
3. Onsite review occurs.
4. Once the review is complete you will receive the results within seven days of the review's exit.
 - a. No citations- you will receive a letter signifying that you have completed your review with no citations.
 - b. Citations - you will receive a compliance summary and a request for a Plan of Correction (POC). Within 14 days, you must submit your POC or you can appeal.
 - POC is approved- you will receive a POC approval letter and a completed compliance report.
 - POC is disapproved- you will receive correspondence from the reviewer asking for additional information and you will have to resubmit a POC.
 - c. Within 90 days of POC approval the reviewer will verify that the POC has been implemented.