



Center for Clinical Standards and Quality/Survey & Certification Group

Admin Info: 13-25-Deemed Providers/Suppliers

DATE: June 14, 2013

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Accrediting Organization (AO) Complaint Contacts

Memorandum Summary

- ***Only Deemed Facility Complaints that are Substantial Allegations Warrant an SA Survey:*** Complainants with less serious allegations concerning a deemed provider or supplier are to be referred to the applicable AO(s).
- ***Filing of Complaints Directly with AOs:*** A list of AO complaint contacts is provided.

S&C 13-23-ALL, *FY 2013 Sequestration Adjustments for Survey & Certification (S&C)*, issued April 5, 2013, includes direction regarding complaints made about deemed providers or suppliers. The longstanding statutory and regulatory threshold for the Centers for Medicare & Medicaid Services (CMS) to authorize a State Survey Agency (SA) substantial allegation validation (complaint) survey of a deemed provider or supplier is that the complaint allegation, if true, would likely result in a finding of Condition-level deficiency (including Immediate Jeopardy). Complaint allegations that meet this threshold must continue to be authorized by the Regional Office (RO) for investigation by the SA via a Federal complaint survey.

For complaints concerning deemed providers/suppliers not meeting this threshold, a Federal survey must not be authorized. However, the RO or SA that received the complaint must inform the complainant that the facility remains under the jurisdiction of the AO(s) and that the complainant has the option to file a complaint directly with the appropriate AO(s). The RO or SA must provide the complainant the AO complaint contact information for all AOs that currently accredit the facility under a CMS-approved Medicare accreditation program. At this time there is no approved process for ROs or SAs to forward complaints directly to the AOs; therefore they must not make direct referrals to AOs.

A current AO complaint contact list is attached. This document, as well as future updates, is also available on the CMS website's Survey and Certification accreditation webpage, which may be

accessed at <http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Accreditation.html>.

Effective Date: Immediately. This administrative memo should be communicated with all survey and certification staff, their managers and the State/Regional Office training coordinators within 30 days of this memorandum.

/s/

Thomas E. Hamilton

Attachment: AO Complaint Contacts

cc: Survey and Certification Regional Office Management