

# ADMINISTRATIVE COMPLIANCE PROGRAM

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BUYER'S GUIDE



# YOU'VE HAVE QUESTIONS & WE HAVE ANSWERS

If you're considering our administrative compliance program, **you may be asking:**

- **How is the program structured & how does it work?**
- **What's the real cost, & is it worth it?**
- **What exactly is included?**
- **How will this actually keep my agency survey-ready?**
- **Have other agencies seen results?**

A black and white photograph of two women sitting at a desk, working on laptops. The woman on the left is looking down at her laptop, while the woman on the right is looking towards the camera. They are in a professional setting, likely an office or a meeting room.

In this guide, we'll answer all these questions and more. You'll get the clear, straightforward answers you need to decide if ACP is the **right fit for your agency.**

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## HOW IT WORKS

### A PROVEN PROGRAM TO STAY SURVEY-READY

**The Administrative Compliance Program** (ACP) from The Home Health Consultant offers:

- Expert-led onboarding.
- Monthly & quarterly support.
- Annual CoP reviews.
- Accreditation survey prep.
- Custom compliance materials.





## HOW THE PROGRAM WORKS:

### ONBOARDING STEP 1: DATA GATHER

#### CONTACT INFO COLLECTION

**We send you a data collection sheet to gather:**

Agency address - Ownership details

Main staff members - And more

#### VERIFICATION

**We review & compare:**

Corporate structure - Health department records

NPI data - And more

We ensure all records match and are up to date

#### PERFORMANCE CHECK

**We compile:**

OBQI or HIS data - CAHPS scores

Star Ratings - And more

We compare your results to national performance standards so you can see how your agency stacks up

## HOW THE PROGRAM WORKS:

### ONBOARDING STEP 2: PROGRAM CREATION

#### DATA-DRIVEN QAPI CREATION

Using your collected data, we create QAPIs and other programs based on your agency's needs, including:



**Infection  
Control**



**Medication  
Management**



**Fall Prevention**



**Patient  
Feedback**



**Staff  
Feedback**

**AND MORE**

## HOW THE PROGRAM WORKS:

### ONBOARDING STEP 3: ONLINE PORTAL ACCESS

#### WHAT WE DO

Create Your Account

Input Agency Data

Upload Programs

Portal Demo

#### WHAT YOU GET

Secure, custom portal.

Centralized access to staff, quality scores, and resources.

Tailored QAPIs & tools in one location.

1:1 guidance with compliance rep.



## HOW THE PROGRAM WORKS: MONTHLY MANAGEMENT

### MONTHLY COMPLIANCE CHECK-INS

- Monthly Questionnaire – Gather insights from your team.
- Track Progress & Identify Concerns – Spot issues early.
- Prepare for Quarterly PIPs – Build the foundation for improvement projects.
- Ongoing Monitoring – PIPs tracked month-by-month.
- ACP Team Support – Feedback, improvement suggestions, and accountability to keep you on track.



# HOW THE PROGRAM WORKS: QUARTERLY MANAGEMENT

## YOUR QUARTERLY CALL

- One-on-one, hour-long meeting with your compliance rep.
- Review updated data to track QAPI progress.
- Celebrate recent wins.
- Discuss challenges from the past quarter.
- Address any questions or concerns.
- Align on goals for the next quarter.
- \*This call can also serve as your QAPI & governing body meeting if required reps attend.





# HOW THE PROGRAM WORKS: TRIENNIAL PROGRAM MANAGEMENT

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## TRIENNIAL CYCLE FOR MEDICARE RE-CERTIFICATION SURVEY SUPPORT

### WHAT WE DO

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- Support you in preparing for your every-three-year **Medicare re-certification survey**.
- Complete an **annual in-depth review for compliance with Medicare Conditions of Participation**, regardless of your survey year.
- Dedicate the year before your survey to **focused preparation**.
- Conduct one **detailed chart review** to identify compliance gaps.
- Provide real-time virtual **survey assistance**.
- Assist with **Plan of Correction completion** and on-time **submission**, if needed.



# HOW THE PROGRAM WORKS: TRIENNIAL PROGRAM MANAGEMENT

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## TRIENNIAL CYCLE FOR MEDICARE RE-CERTIFICATION SURVEY SUPPORT

### WHY IT MATTERS

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- Passing your survey ensures you can **continue billing Medicare.**
- Annual reviews **maintain readiness year-round**, not just during survey years.
- Early preparation **reduces last-minute stress and compliance risks.**
- Expert guidance helps **avoid costly deficiencies and delays.**

## COST BREAKDOWN:

### STRAIGHTFORWARD, **PREDICTABLE PRICING**

FLAT FEE  
**\$850/MONTH**

No extra charge for quarterly calls

No long-term contract

Cancel with 30 days' notice

## WHY IT'S WORTH IT

Staying compliant is *non-negotiable*.

**YOU'RE EITHER COMPLIANT OR SHUT DOWN.**

**The Administrative Compliance Program** (ACP) is your agency's not-so-secret weapon. It's like adding an entire compliance department without the overhead.

**You pay for:**

- Peace of mind
- Fewer survey penalties
- Increased business longevity
- Higher potential for increased reimbursement rates

**NOT JUST A SERVICE, A SAFEGUARD.**





## WHY IT'S WORTH IT: WHAT HAPPENS WHEN **COMPLIANCE** SLIPS?

- **Survey failures** = citations, stress, and reputation damage.
- **Poor documentation** = lost revenue.
- **Noncompliance** = provider termination risk.
- **Loose processes** = wasted staff time and missed deadlines.

### **FAILED SURVEYS**

A re-survey by an accreditor **can cost upwards of \$5,000**

Medicare payment **reductions** can decrease your agency's reimbursements by up to **6%**

## WHAT'S INCLUDED IN THE ADMIN COMPLIANCE PROGRAM?



**Budgeting**



**Infection, Hand  
Hygiene, & Influenza  
Plan & Management**



**QAPI Plan &  
Management**



**Governing Board  
& QAPI Meetings**



**Medication  
Management**



**Chart Audit  
Management**



**Annual Agency  
Evaluation**



**Fall Prevention  
Plan & Management**



**OBQI / OBQM**



**CHHA In-Service  
Library**



**Patient & Employee  
Incident Plan &  
Management**



**Agency  
Forms**



**All Staff  
In-Service  
Library**



**Disaster Plan &  
Drill Management**



**\*Survey  
Support**



## IS THIS PROGRAM RIGHT FOR YOU?

Agencies who see the most **success in our program** tend to be:

- Medicare-certified
- Tech-friendly (portal, Zoom, email)
- Willing to collaborate
- Looking for stress-free compliance
- Committed to long-term success

*\*Note: you do not need to meet all of these criteria to be a good fit for our program.*



## HOW AGENCIES LIKE YOURS **BENEFIT**



"I have been with The Home Health Consultant since 2018. They've helped me tremendously through surveys & the preparation for them. The staff is very responsive. They act quickly and think on their feet. I am very pleased with the services that I have been receiving and I highly recommend to anybody else out there that is looking for a consultant.

**You will be just as happy as I am."**

**-Jonathan**

(LA based Home Health Owner)

**90%**

Reduction in manual compliance tasks.

**0**

Survey deficiencies in 2024 for top clients.

**+**

Increased Medicare reimbursements through Value Based Purchasing.

## WHAT TO EXPECT ONCE YOU'RE READY TO START

### STEP 1

Take the self-assessment.

### STEP 2

Schedule a call with our team.

### STEP 3

Sign and return your contract.

### STEP 4

Begin onboarding with your compliance rep in a portal demo.



# WHAT TO EXPECT ONCE YOU'RE READY TO START

## STEP 5

Submit your agency's data to our compliance experts.

## STEP 6

Get your first Quarterly Call.

## STEP 7

Never fear a survey again.





## STILL ON THE FENCE? HERE'S WHAT WE HEAR MOST OFTEN...

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"I need to speak with my partner."



✓  
**We offer follow-up resources  
for co-owners.**

"I don't see the value."



✓  
**Survey prep, documentation,  
and increased revenue = ROI.**

"I'm worried about cost."



✓  
**One deficiency can cost far  
more than \$850.**

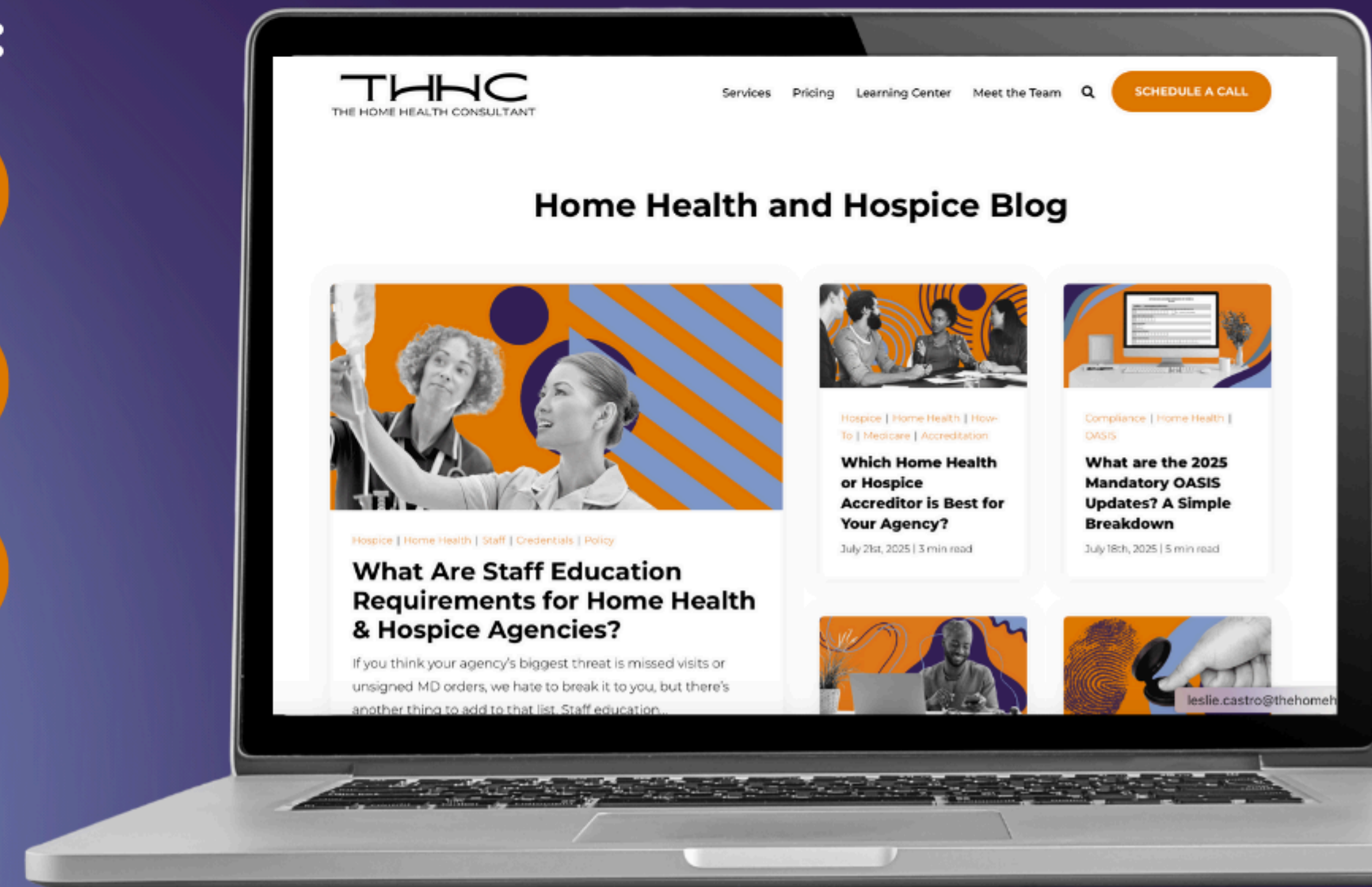
# NOT READY YET? WE'LL BE HERE WHEN YOU ARE.

If you're not ready to commit today, we'll check in again in 3 months. **In the meantime:**

Explore our **Learning Center**

Watch client stories

Revisit your compliance pain points





## LET'S TAKE THE STRESS OF COMPLIANCE MAINTENANCE OFF YOUR PLATE

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**Schedule a  
No-Pressure Call  
With Our Team**

- Understand where your agency stands.
- Explore how our program can address your agency's needs.
- Lower your pre-survey stress levels, for good.