

Arizona Department of Health Services

State Licensing Update Hospice

Arizona Association for Home Care
Annual Conference

JUNE 18, 2010

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STATE LICENSING UPDATES

- Licensing Fees
- Licensing Process
- Online Complaint Process
- Online Application Process
- State Licensing Deficiencies
- Release of Information
- Emergency Preparedness
- Resources

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LICENSING FEES

- 1/1/2010- New licensing fees implemented
 - House Bill 2013 was passed by the State Legislature and signed by the Governor on September 4, 2009.
 - This bill authorized the Department of Health Services (DHS) to establish a new fee structure for healthcare licensing

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– Application Fee- \$50.00 Nonrefundable

– Licensing Fees

- Facility with no licensed capacity- \$365.00
- Facility with licensed capacity of 1-59 beds- \$365 plus licensed capacity x \$91
- Facility with licensed capacity of 60-99 beds- \$730 plus licensed capacity x \$91

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- Facility with licensed capacity of 100-149 beds- \$1095 plus licensed capacity x \$91
- Facility with licensed capacity of 150 beds or more- \$1825 plus licensed capacity x \$91

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LICENSING PROCESS FOR RENEWAL APPLICATIONS

- Renewal Applications for Licensing are due 60-120 days before the expiration date of the current license (A.R.S. 36.422 C.)
- Department will be notify healthcare institution:
 - 120 day before expiration date of the current licensee by postcard
 - 90 day email or postcard reminder of renewal application due date

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- 59 Day Notice of Late Application with Enforcement
 - Late fee assessment first offense- \$250.00
- Expired License Notice of Enforcement for Operating Without a License

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LICENSING PROCESS FOR HOSPICE

- A.R.S.36-401(23)/ A.A.C.R9-10-101(27)
"Hospice" means a hospice service agency or the provision of hospice services in an inpatient facility.
- A.R.S. 36-401(25) "Hospice service agency" means an agency or organization, or a subdivision of that agency or organization, that is engaged in providing hospice services at the place of residence of its clients.

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- ARS 36-401 (24) "Hospice service" means a program of palliative and supportive care for terminally ill persons and their families or caregivers.
- A.A.C.R9-10-801(60)"Service area" means the geographical boundary surrounding a hospice's administrative office in which the hospice provides hospice services, including inpatient services

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- A.A.C R9-10-101(4) "Administrative office" means a location used by personnel for recordkeeping and record retention but not for providing medical services, nursing services, or health-related services.

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- Each Hospice location must be state licensed.
- There is no Statute or Rule that allows for separate hospice locations to operate under the license of a “Parent” Hospice

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- R9-10-802.c.3A hospice licensee shall:
 - 3. Operate only in the hospice's service area.



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- R9-10-803 Application for an Initial Hospice License
- A. ...an applicant for an initial hospice license shall submit to the Department an application form provided by the Department that includes:
 1. The hours of operation for the hospice's administrative office;
 2. A description of the hospice's service area;

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- Requests for Medicare “Multiple Location” must be **APPROVED by Medicare** before hospice care and services are provided to Medicare beneficiaries
 - Submit a Medicare 855 and
 - **Do Not** provide services until Medicare Approval

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- R9-10-814. Hospice Inpatient Facility General Requirements
- A. A person shall not operate a hospice inpatient facility without a hospice license and a hospice inpatient facility license from the Department.

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- R9-10-109. Changes Affecting a License
- A. A licensee shall ensure that the Department is notified in writing at least 30 days before the effective date of:
 1. A change in the name of:
 - a. A health care institution, or
 - b. The licensee; or

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2. A change in the address of a health care institution that does not provide medical services, nursing services, or health-related services on the premises.



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- R9-10-109.G. A licensee shall not implement a change or modification described in this Section until an amended license or a new license is issued by the Department.

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- For an initial health care institution application, the Department shall consider the application withdrawn if the applicant fails to supply the missing documents or information included in the incomplete notice within 180 days from the date of the notice (Arizona Administrative Code R9-10-108 B.4)

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ONLINE COMPLAINT PROCESS

- 4/1/2010- New Online Complaint Process with Form implemented
www.azdhs.gov/ls/online_complaint
- A complaint is a suspected violation of Arizona state rules and/or statutes governing the operations of a licensed healthcare institution

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- Provides the ability for anyone with knowledge or concerns about a suspected violation to submit a complaint through this webpage
- Includes Complaint Frequently Asked Questions (FAQs)

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ONLINE LICENSING APPLICATION PROCESS

- Currently under development
- Ability to submit applications and fees online
- Expect implementation in Fall



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STATE LICENSING DEFICIENCIES

- Top 10 State Licensing Deficiencies from July 1, 2008 to June 30, 2009 on the website: www.azdhs.gov/als/medical
- Top 10 State Licensing Deficiencies for July 1, 2009 to June 30, 2010- pending
- Initial analysis- Remains consistent with data from 2009

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Release of Information

- Effective 3/1/2010- Complaint Investigation Reports are not released by the State
- Findings of a Complaint Investigation is Statement of Deficiencies (SOD) posted to www.azcarecheck.com 30 days after SOD sent to Licensee.

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- All enforcement actions are posted after the finalization of the agreement between the Department and the Licensee.
- Website: www.azcarecheck.com

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EMERGENCY PREPAREDNESS

- The ADHS Bureau of Emergency Preparedness and Response (BEPR) collaborates with state, tribal and local stakeholders to protect the health of Arizonians from public health threats that include bioterrorism and pandemic influenza.
- <http://www.azdhs.gov/phs/edc/edrp/>

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Resources

- Questions regarding Licensing Process including applications: Adriana Gonzales, Support Staff
- Questions regarding Operations and Rules
Connie Belden, Team Leader
- Questions regarding Statement of Deficiencies, Informal Disputes, Plan of Correction: Mary Sokol, Team Leader

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- Questions about Enforcement: Linda Ettenborough, Acting Team Leader
- Surveyors being crossed trained to all licensing rules
- State Furlough Days (6) in FY2011; (6) in FY2012

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- Contact Information
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