



HEALTHCARE QUALITY
ASSOCIATION
ON ACCREDITATION

An Important Message From Your Accreditor

As we navigate through these challenging times with regards to the COVID-19 pandemic, Healthcare Quality Association on Accreditation (HQAA) wanted to give you an update to your accreditation status and the status of our processes as they relate to you, our customers, based on the latest information we have.

HQAA participated on a conference call with the Centers for Medicare and Medicaid Services (CMS) DMEPOS unit yesterday, March 16, 2020. During the conference call, CMS made the point that no provider will lose their PTAN number or the ability to participate as Medicare providers based on expirations dates during this crisis. We will provide specific information on how we will be extending accreditation dates to ensure continued accreditation in the days and weeks to come. But, please rest assured that we will work with CMS, other payer sources, licensing entities from various States, and other accrediting organizations (AO's) to make sure that organizations' accreditation status is not negatively impacted by any delays in survey or accreditation process. Participants in that call, including other AO's, all appear committed to work together to make this happen.

To that end, HQAA will not be conducting on site surveys for the next 3 weeks. This could be extended depending on how the virus progresses.

Stay tuned and watch for future communications as we adjust our processes. But, rest assured, we at HQAA are monitoring this situation and working with CMS to ensure that our industry continues to provide high quality healthcare without putting any undue burden on our provider-customers or our surveyors.

We suggest that you continue to monitor the websites of the Centers for Disease and Prevention (CDC), the Centers for Medicare and Medicaid Services (CMS) and local and state departments for the latest guidance and information. The safety of our customers, their patients and staff as well as the staff of HQAA is of utmost importance.

We ask providers that are awaiting survey to contact us with any situations involving a COVID-19 confirmed or suspected case. Please contact us with any questions and concerns, we are here to support you in any way we can.

Please review the following links for further guidance:

www.cdc.gov

<https://www.cdc.gov/coronavirus/2019-ncov/whats-new-all.html>

<https://www.cdc.gov/handhygiene/index.html>