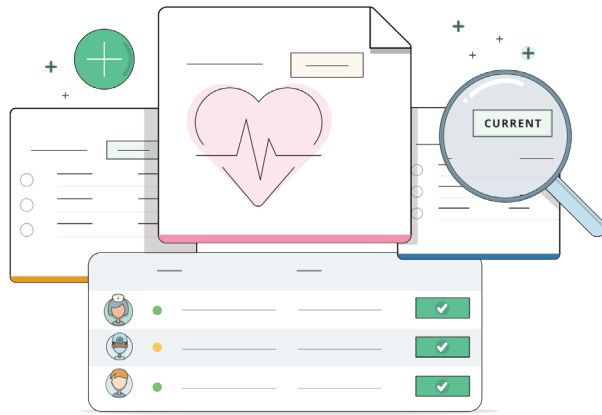


The



Best Practices *for* License Verification



In the changing tides of healthcare compliance, one thing remains the same: your providers and licensed employees must have the proper licensure and credentials to practice at all times. Although it's the employees' responsibility to maintain active, valid licensure, The Joint Commission and other accrediting agencies ultimately hold the organization responsible for license compliance.

By maintaining responsible standards for license verification, you can lead the charge against potential liabilities.

1

Verify Licenses On An Ongoing, Continuous Basis.

Traditionally, organizations verify an employee's license during onboarding and then again after the license is renewed. The issues arise, though, during the periods in between. State boards can suspend licenses at any time and for any number of reasons. The kicker? They aren't required to notify employers when these changes in license status occur. So it's very possible, if organizations aren't verifying licenses on an ongoing basis, for providers and licensed employees to be practicing without the proper licensure and credentials.

Because of this, it's important to set up strategic verification intervals on an ongoing basis, no less than *once per month* for all licenses. Verifying licenses regularly minimizes the window of time that important changes could go unnoticed.

2

Document, Document, Document.

The Joint Commission and other accrediting agencies require proof that your employees have maintained proper licensure at all times. Maintaining a record of the Primary Source verifications performed is necessary to prove your compliance.

Many organizations have opted to maintain digital histories of Primary Source verifications rather than the print-and-file methods of the past. It's smart - it helps save on resources and makes the documentation easier to retrieve during a regulatory survey. To implement a system for digital PSV storage, simply upload screenshots of the verifications directly into the respective employee files in your facility's data storage system. Make sure the screenshot shows proof of when the Primary Source verification occurred. A date-stamp is usually found in the URL itself, so be sure to get a screenshot of the entire window.

3

Think Beyond Licenses.

When strategizing your license verification processes, it's necessary think beyond State Boards. A provider's license status is not the only reason he or she could be ineligible to fulfill his or her job requirements. Here are a few other considerations:

- Certifications from other boards and registries, such as the American Association of Critical-Care Nurses (AACN) and the American Registry of Radiologic Technologies (ARRT), should also be checked on a routine basis.
- DEA registrations must be maintained at all time for any providers who may prescribe controlled substances. Be sure to verify registration numbers, drug schedules, expiration dates, and the states where the provider is approved to handle and administer controlled substances.
- Know whether any of your providers made the OIG List of Excluded Individuals/Entities or the GSA's SAM exclusions list. Verifying your employee's Medicare and Medicaid reimbursement eligibility monthly is not just good practice—it's recommended by the Centers for Medicare and Medicaid Services (CMS).

4

Notify The Right People At The Right Time.

Ongoing verification may be an HR responsibility, but solid notification protocols help ensure that supervisors, managers, and other staff are empowered to manage more effectively.

- Take the time to remind licensed employees of upcoming renewal deadlines. Your staff are working diligently to provide patients with the best possible care. It's understandable that looming licensure deadlines may not resonate as a top priority. When you provide reminders in advance, this gives employees the opportunity to be

proactive, take any CE courses required, and renew their license with plenty of time to spare.

- Loop in other appropriate personnel, like supervisors and managers, early on. This helps them forecast any potential scheduling conflicts.
- If a license is expired, notify supervisors immediately so the employee may be removed from the floor before providing care to patients.

5

Connect Your Scheduling System With Your HRIS.

Many of the leading HR systems on the market today have the ability to integrate with your scheduling system. This is an added value for your license compliance program because you can utilize this feature to ensure that ineligible employees aren't scheduled for work. Once the integration is in place, simply maintain your HRIS with the most up-to-date license statuses and renewal deadlines and the two systems will do the rest.

6

Automate Your License Verifications.

Daily Primary Source verification is the absolute best-practice approach. It ensures there's never a period of time where the license status changes and the employer doesn't know. You learn of important changes as they happen, not after. This strategy ensures your facility is in compliance at all times. If this sounds like a tedious task, that's because doing it manually is. Fortunately, there are solutions on the market today that provide automated license verification, allowing you to know more and do less.

7

Choose The Right Solution.

Whether you decide to work with your internal IT staff and build the right solution in-house or you choose to vet existing solutions on the market today, it's important make sure the solution has the following capabilities:

- It monitors the Primary Source daily. The solution should act as a flawless intermediary between you and the Primary Source, and report changes back to you immediately.
- It interprets the raw data for you and supplies you with meaningful, actionable information so you spend less time analyzing and more time resolving issues.
- It provides automated workflows, sends email notifications of important changes or upcoming renewal deadlines, and allows task management within the system.
- It integrates seamlessly with your current HRIS or system of record so the information you have within your HRIS is as up-to-date as the Primary Source.
- It adapts to the changing requirements of the various regulatory agencies.

License compliance is just one piece of a very integrated, complex web of overall healthcare compliance, but having these protocols in place can help you avoid getting dinged during your next regulatory survey.

If you're in the market for an automated license verification solution, let us know. We're happy to walk you through our interface and show you exactly what simplified license compliance looks like.

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