

## Dental Sleep Medicine Facility Accreditation

Thank you for your interest in AADSM Dental Sleep Medicine (DSM) Facility Accreditation. Please take the time to review AADSM policies and logistics of the accreditation process as outlined below. Policies are subject to change.

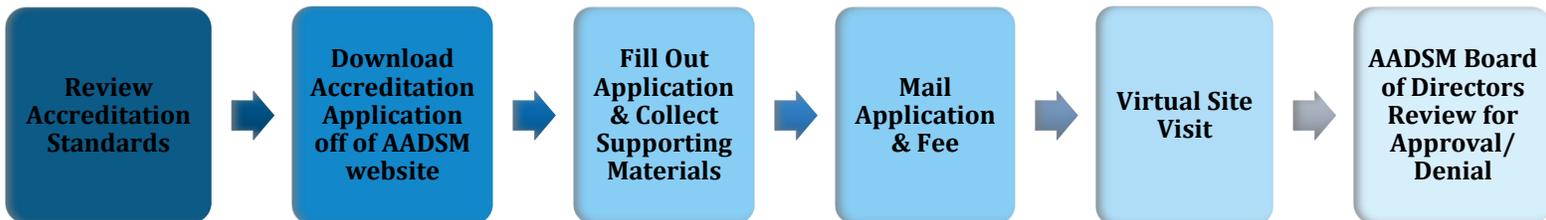
### Purpose of Accreditation

The AADSM Dental Sleep Medicine Facility Accreditation program distinguishes accredited facilities and assures patients, medical professionals, and reimbursement decision-makers of the facilities' dedication to exceptional performance.

Additionally, accreditation solidifies dental sleep medicine professionals as instrumental to the sleep medicine team and helps facilities build strong medical partnerships. Accreditation supports fair reimbursement for dental sleep medicine services by assuring insurance companies of the high standard of care offered by accredited dental facilities.

### Accreditation Process

A brief summary of the accreditation process is as follows:



Prior to beginning the accreditation process, it is recommended that you visit the AADSM website at [www.aadsm.org](http://www.aadsm.org) and review the most current Standards for DSM Facility Accreditation.

The dental director of the dental sleep medicine facility will begin the accreditation process by downloading the DSM Facility Accreditation Application off of the AADSM website. The dental director will then complete the application and gather the requested documentation and submit it to the AADSM National Office along with the application fee (\$2,500.00 for AADSM members or \$2,675.00 for nonmembers). It is recommended that both the application and fee are sent via traceable carrier (i.e. FedEx, UPS, etc.) to insure against loss.

### Accreditation Application

The *Accreditation Application* can be divided into three categories: forms, documentation and attestations. Applicants should refer to the application checklist for guidance as to what action needs to be taken to prove that their DSM facility meets each standard set forth. A complete list of *Accreditation Application* FAQs can be found on the AADSM website at [www.aadsm.org](http://www.aadsm.org).

**\*Note:** As part of the accreditation application process, the AADSM requires the DSM facility to develop a policy and procedures manual. To assist applicants that do not already have a policy and procedures manual in place, applicants have the option of purchasing a sample policy and procedures manual (AADSM member price \$200.00 or nonmember price \$300.00). The sample manual includes template policies and

*procedures that the applicant can modify to apply to their DSM facility. The sample manual can be purchased on the AADSM Online Store.*

Once the application and supporting documents have been received at the AADSM National Office, they will be reviewed for completeness by AADSM staff within 2-4 weeks. If the application is incomplete, the AADSM will e-mail the primary contact as listed on Form I. requesting the omitted documentation. The DSM facility is then required to submit this documentation within 30 days from the date the initial e-mail request was sent. If the additional information sent in as a response is also incomplete, a second e-mail request will be sent to the primary contact, in which the DSM facility will have an additional 30 days.

The AADSM reserves the right to return incomplete applications.

***Note:** if the reason for incomplete submissions is due to any confusion or question as to what is requested of the DSM facility, please do not hesitate to contact the national office via e-mail (rprince@aadsm.org) or telephone (630-737-9705) for assistance.*

Once the application is confirmed complete, the AADSM Accreditation Committee will review the application in further detail. Any questions or concerns that the committee has will result in a request for further information, in which the facility will have 30 days from the date the initial e-mail request was sent to reply. If the additional information sent in as a response is also incomplete, a second e-mail request will be sent to the primary contact, in which the DSM facility will have an additional 30 days.

If the application passes the review process, the status of “virtual visit eligible” is granted, and a virtual visit is scheduled (See **Virtual Visit**). If the application does not pass the review process, the applicant will be notified that the application has been rejected and the applicant will be reimbursed \$1,000.00 of the accreditation fee. The dental director of the DSM facility may appeal the decision of the AADSM reviewer in writing to the AADSM Board of Directors within 30 days (See **Appeals Process**).

### **Virtual Visit**

Inspection of the DSM facility will be conducted using a web-based conferencing system. These “virtual visits” will be coordinated by the AADSM. A business associate agreement, which is available for download from the AADSM website, will need to be submitted along with the application. A virtual visit will not be scheduled until this agreement is fully executed and returned to the AADSM.

*Scheduling* – The AADSM will notify the DSM facility via e-mail once virtual visit eligible status is granted and a virtual visit will be scheduled.

*Requirements* – Prior to the virtual visit, the DSM facility will receive a Virtual Visit Checklist that will outline all of the documents that should be prepared for the virtual visitor to view. All virtual visits will require the DSM facility to have access to electronic patient records on a computer with an internet connection. Facilities without electronic health records can scan patient charts for the purpose of the visit. In addition to the Virtual Visit Checklist will be instructions on how to access the site in which the applicant and virtual visitor will mutually link up to allow the virtual visitor to view the applicant’s files electronically. A phone number will also be provided to allow the applicant and virtual visitor to communicate throughout this visit.

*Cancellation* – Cancellation of a scheduled virtual visit, within 2 weeks of the scheduled virtual visit, for any reason, will result in a \$600.00 fee and will be rescheduled. Cancellation of a scheduled virtual visit prior to the 2 weeks period will be rescheduled without incurring a penalty fee.

The AADSM reserves the right to make exceptions to this policy when it deems warranted. Such circumstances may include catastrophic weather or environmental emergencies, unexpected injury or death of a key supplier staff member, or other similar situations beyond the control of either the facility or the AADSM.

The decision to make such an exception is at the sole discretion of the AADSM.

Following the virtual visit, the virtual visitor submits a report to the AADSM Accreditation Committee for review. If the committee has accepted the report in its entirety, a recommendation regarding the application for accreditation status is submitted to the AADSM Board of Directors for final decision.

The AADSM Board of Directors will render one of the three decisions:

1. If the Board of Directors approves accreditation without reservation, the DSM facility is granted full accreditation for three years dating from the board decision.
2. If the Board of Directors finds a DSM facility is generally, but not fully in compliance with the *Standards*, accreditation is granted for a three-year term pending compliance with provisos after the virtual visit. A proviso is a condition that must be met within three months of the notification date stated by the AADSM. If provisos are not met in the time frame indicated, accreditation may be revoked.
3. If the Board of Directors denies the DSM facility for accreditation, the supplier may submit all applicable fees and a new completed application for accreditation again.

The decision to reject an application or revoke or deny accreditation can be appealed by the dental director of the DSM facility. The dental director must appeal in writing to the AADSM Board of Directors (See **Appeals Process**).

If the AADSM Accreditation Committee is unable to make a recommendation of full accreditation, provisional accreditation, or denial to the AADSM Board of Directors based on the DSM facility's application and supporting materials, they reserve the right to recommend an in-person site visit at its discretion.

### **Categories of Accreditation**

*Full Accreditation* – Full accreditation is granted by the Board of Directors for three years from the date of approval by Board of Directors

*Accreditation with Provisos* – Accreditation with provisos is granted by the Board of Directors if the supplier does not satisfactorily meet all of the *Standards for Accreditation of Dental Sleep Medicine Facilities*, but the Board believes that the supplier will be able to meet the *Standards* within three months of notification by the AADSM, and will be able to operate safely in the interim. Compliance with requirements described in the provisos must be communicated in writing to the AADSM.

The deadline for submitting information regarding correction of deficiencies described in the provisos is three months from the notification date stated by the AADSM.

- If the information is approved, the provisos are lifted and full accreditation granted from the date of approval by the Board of Directors.
- If written information addressing the provisos is not received within three months, the proviso review process is terminated and accreditation is revoked.

The AADSM reserves the right to make exceptions to this policy when it deems warranted.

*Revoked Accreditation* – If a supplier is not in substantial compliance with *Standards for Accreditation of Dental Sleep Medicine Facilities*, the supplier’s accreditation may be revoked. Examples of cause include, but are not limited to: lack of notification regarding DSM facility or personnel changes; illegal activity; falsification of application documentation; AADSM Board of Directors action; or non-compliance with one or more mandatory standards.

**If accreditation is revoked, all references to AADSM DSM Facility Accreditation in advertisements must cease.**

### **Withdrawals**

A facility may withdraw their application for accreditation at any time. In order to withdraw, the dental director must send a letter requesting the withdrawal. A portion of the accreditation fee will be refunded to the facility, the amount of which will be determined based upon the status of the application at the time of withdrawal.

If the application is withdrawn after the initial review, but prior to the completion of the application review by the AADSM Accreditation Committee, \$1,500.00 will be refunded. If the application is withdrawn after the review of the AADSM Accreditation Committee, \$1,000.00 will be refunded. If a virtual visit has been scheduled, no refund will be provided.

### **Changes**

Accredited DSM facilities are required to notify the AADSM of any major changes to the accredited program. Facilities that do not properly notify the AADSM of major changes are subject to revocation. Major changes include:

*Dental Director Change* – In the case of a change to the Dental Director, the facility will be required to submit a letter outlining the change. The letter must be signed by the outgoing Dental Director of the accredited facility and state the name of the incoming Dental Director. The incoming Dental Director must also provide documentation that demonstrates compliance with all Dental Director qualification standards and includes copies of updated policies. Below is a list of required documentation.

- Copy of a dental license
- Copy of ABDSM certificate; or
- Copy of signed attestation for having delivered a minimum of 12 appliances within the previous 12 months. To retain the accreditation, the Dental Director must obtain ABDSM certification within two board certification cycles.
- Documentation of 25 ADA CERP or AGD PACE CE earned in dental sleep medicine or sleep medicine within the past two years by a non-profit organization or university
- Copies of relevant policies and procedures that have undergone revisions due to the change

The letter and supporting documentation must be submitted to the AADSM National Office no less than 30 calendar days prior to the change to ensure continued accreditation without delay or lapse in status.

An individual can serve as dental director of up to three DSM facilities, including satellite locations, regardless of their accreditation status.

*Relocation* – In cases of relocation, the supplier is required to submit a letter outlining the relocation no less than 30 days prior to the move. The letter must be signed by the dental director of the accredited facility as listed on Form II. of the DSM Facility Accreditation Application. The facility will then be required to submit a signed attestation statement indicating that the *Standards for DSM Facility Accreditation* will be upheld at the new location.

*Ownership Change* – In cases of ownership change, the facility will be required to submit a letter outlining the change within 30 calendar days following the change. The letter must be signed by the Dental Director of the accredited facility as listed on Form II. of the DSM Facility Accreditation Application. The facility will then be required to submit a signed attestation statement indicating that the new owner will uphold the Standards for DSM Facility Accreditation. A revised copy of Form III. listing all legal ownership information will also be required.

The date of the original accreditation period will remain in effect in the event of an ownership change.

*Adding Satellite Facilities* – An accredited facility may add up to two satellite locations at any time. In order for a facility to qualify as a satellite it must comply with Standard D-4 – Satellite Clinical Locations. To add a satellite facility, the accredited primary facility must submit an updated application to the AADSM National Office. Electronic photos of the satellite facility's treatment room and consultation area must also be provided to demonstrate compliance with Standard D-3 – Treatment and Consultation Rooms – Physical Characteristics. Once a satellite facility is added to an accredited primary facility, the primary facility's accreditation begins a new three-year accreditation period starting from the satellite facility's date of approval by the Board of Directors.

#### Satellite Accreditation Fee

If the accreditation application that includes a satellite is received:

- 1 year or less since most recent accreditation date - \$500
- 1-2 years since most recent accreditation date - \$1,000
- 2 years or more since most recent accreditation date - \$1,500

#### Appeals Process

The application for DSM Facility Accreditation may be rejected during the application review process for cause. Examples of cause include but are not limited to: demonstration of an inability to comply with one or more mandatory standard(s) or lack of timely response to query requests.

Accreditation of a DSM facility may be denied or revoked at any time for cause. Examples of cause included but are not limited to: lack of notification regarding major changes (i.e. relocation or ownership change); illegal activity; falsification of application documentation; AADSM Board of Directors action; or non-compliance with one or more mandatory standards. Only the AADSM Board of Directors can approve, deny, or revoke accreditation status.

DSM facilities may appeal a rejection, denial or revocation. The appeal process must abide by the following guidelines:

- The dental director of the DSM facility will be notified by mail, return receipt requested, whenever accreditation is rejected, denied or revoked. If the facility wishes to appeal the decision, the dental director of the DSM facility must submit a request in writing within **30 calendar days** of the date of the letter of denial. The letter of appeal will be reviewed initially by the AADSM Accreditation Committee and then by the Board of Directors. The Board's decision will be sent to the dental director of the DSM facility within 8 weeks of receipt of the appeal letter. The decision by the Board of Directors is final.
- The cost to file an appeal is \$300.00. Payment must accompany the dental director's letter. **If payment is not received, the appeal will automatically be rejected.** All other costs associated with the appeal are the responsibility of the DSM facility.

### **Reaccreditation**

Accreditation is granted for three years from the date of approval by the Board of Directors. Accredited DSM facilities must submit a new application and supporting documentation prior to the end of the accreditation term in order to achieve continued reaccreditation without delay or lapse in status. Additionally, facilities must also resubmit policies that have undergone revisions of any kind since the date they last became accredited. A complete list of documentation required for reaccreditation will be provided to facilities 10 months in advance of the expiration date.

Reaccreditation applications are due six months prior to the facility's accreditation expiration date and will not be accepted more than 10 months in advance of the expiration date. Reaccreditation applications will not be accepted after 90 days or more following the expiration date. DSM facilities may reapply at that time as a new facility by submitting a full application and applicable fee (\$2,500.00 for AADSM members or \$2,675.00 for nonmembers).

The reapplication fee is \$1,500.00 for AADSM members or \$1,675.00 for nonmembers. It is recommended that both the application and fee are mailed either as paper copy or on a flash drive via traceable carrier (i.e. FedEx, UPS, etc.) to insure against loss. Digital applications will also be accepted and should be transmitted in a secure manner.

While virtual visits will not be conducted routinely for reaccreditation, the Accreditation Committee reserves the right to have one conducted in order to demonstrate the facility meets a particular standard.

### **Complaints**

The AADSM provides a pathway for patients, competitors, and employees of an accredited DSM facility to file complaints that relate directly to the *Standards for DSM Facility Accreditation* and/or AADSM policy. The AADSM does not have investigative authority over DSM facilities or their employees. The AADSM does have the ability to review all complaints and can request information from the dental director of the AADSM accredited DSM facility related to a complaint filed. The AADSM Accreditation Complaint Form is available at [www.aadsm.org](http://www.aadsm.org). Each complaint will be reviewed on a case-by-case basis.