



Center for Medicaid and State Operations

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Ref: S&C02-09

December 20, 2001

**FROM:** Director, Survey and Certification Group  
Center for Medicaid and State Operations

**SUBJECT:** Discontinuance of Contract with Integriguard (Division of California Medical Review Incorporated) to visit Community Mental Health Centers (CMHCs) after January 15, 2002

**TO:** Associate Regional Administrators, DMSO  
State Survey Agency Directors

The purpose of the memorandum is to inform you that after January 15, 2002, the Centers for Medicare & Medicaid Services (CMS) will no longer have a contract with Integriguard to conduct site visits of CMHCs for any reason. CMS has identified a need to conduct site visits for provider/supplier types other than CMHCs. Consequently, CMS has decided to re-compete this contract with the purpose of conducting site visits for a wide variety of new and existing provider and supplier types, in addition to CMHCs, to determine compliance with general enrollment and participation requirements. Unfortunately, the award of a new contract will not coincide with the expiration of the current contract with Integriguard. If a request for procurement were released in January, there would be several months between the expiration of the current contract and the new procurement.

Therefore, after January 15, 2002, the fiscal intermediary (FI) will continue to verify enrollment information on the CMS 855/CMS 855A forms submitted by CMHCs seeking initial enrollment or undergoing changes of ownership (CHOWs). However, until further notice, once the FI has completed its review and recommended that the enrollment application or that the CHOW be approved, the FIs will forward any request for a site visit to the appropriate CMS regional office (RO).

Upon receipt of a request for a site review, the RO will perform the site review with the emphasis of the visit focused on whether the CMHC meets or continues to meet the core service requirements. Continue to follow the protocols and guidance provided in the State Operations Manual and the attached Survey and Certification Letter (S&CO1-4) in determining whether the core service requirements are met.

We do not anticipate that this change in procedure will dramatically increase current workloads. In the fiscal year ending 9/30/2001, Integriguard completed 18 site visits; 10 visits for initial enrollments, 3 CHOWs, 3 complaints, and 2 visits for reactivation of deactivated billing numbers. If work efforts were to focus primarily on initials enrollments and CHOWs, then we would anticipate no more than one visit per month nationally with the majority of visits focused in the Southern Consortium.

**Effective Date:** Site visits conducted after January 15, 2002.

**Training:** This policy should be shared with all survey and certification staff, surveyors, their managers and the state/regional training coordinator.

/s/  
Steven A. Pelovitz,  
Director  
Survey and Certification Group

Attachment