

# Onsite Screening Policy

## Lack of Access, Unavailability, or Refusal to Participate

### Purpose

To establish consistent procedures when a provider, owner, managing employee (ME), office manager, or authorized representative is unavailable, uncooperative, or refuses to participate in an onsite screening visit.

### 1. Provider Owner or Manager Unavailable at Time of Visit

- If the enrolling provider, owner, managing employee (ME), office manager, or authorized representative is not available at the time of the unannounced onsite visit, the screener must:
  - Step 1 - Initial Contact Attempt
    - Place a first call to the telephone number(s) on record in ELICI or the number provided for the designated contact person.
    - Leave a voicemail (if available) on the same day.  
-Voicemail Script (Example):  
“Hello, this is [Name] calling from the Minnesota Department of Human Services regarding your required provider enrollment site visit. I was onsite today [date and time] and was unable to meet with the authorized representative. Please return my call at [phone number] within two business days to coordinate completion of the required screening. Thank you.”
  - Step 2 – If no return call from the provider is reached on the same day than by the end of the day of 1<sup>st</sup> attempt reach out to the Supervisor to get the email address for the provider
  - Email Script (Example):
    - “This is [Name] from the Minnesota Department of Human Services regarding your required provider enrollment site visit. I was onsite at your location on [date] at [time] but was unable to meet with the authorized representative listed in your enrollment records. Please respond to this email or return my call at [phone number] within two (2) business days to coordinate completion of the required screening visit.”
  - Allow two (2) business days for a response.
  - Step 3 – if you call the provider (or if there is a note) indicating there is a new address: First, obtain the new address. Second, please contact your supervisor first to see a change of address has occurred in our system. Third, proceed only with guidance from your supervisor. \*Note: Do not go to the new address if the address has not changed in our system.
- **Provider Arrival Within Short Timeframe**
  - If onsite staff indicate the owner/ME can arrive within 15–30 minutes, the screener may:
  - Wait onsite if scheduling permits, or
  - Adjust their schedule and return the same day, if operationally feasible.
  - Screeners should use professional judgment while maintaining efficiency and safety considerations.

- **Important:**
  - Do not schedule a screening visit; however, you may confirm the business hours and days the provider is not available.
  - Do not include sensitive or confidential information in voicemail messages.
  - Maintain a neutral and professional tone.
  - Do not imply investigation, enforcement, or adverse action in the message.

## 2. Provider Indicates Temporary Unavailability

- If the provider responds and indicates they are temporarily unavailable (e.g., illness, hospitalization, out of the country, family emergency, death in the family, or other significant circumstance), the screener must:
  - Is there someone else who is registered within your provider enrollment profile that can conduct the visit? Request that the provider designate an authorized representative **that was registered at the time of enrollment** (e.g., managing employee, office manager, partner, or other individual with authority) to complete the onsite screening.
  - Request that the provider send a designee to meet onsite staff to conduct the screening visit.
- If the provider indicates **no additional person is available** to complete the screening:
  - Document the reason for not being available
  - Confirm and document the expected return date of the provider or authorized representative (e.g., “Returning in two weeks”).
  - Inform provider a site visit will happen after date of return.
  - Conduct the return visit unannounced.

## 3. Second Contact Attempt

- Regardless of whether the provider returns the call or email, the screener must:
  - Return onsite within **five business days** of the first contact attempt (No more than seven business days in total for this onsite screening).
  - Consider arriving for the second unannounced visit at a different time depending on office hours posted. (If you arrive at 9:00 a.m. for the first visit, consider conducting the visit at 1:00 p.m.)
  - Conduct the visit unannounced.

## 4. Failure to Cooperate or Provide Timely and Accurate Information

- If, after two documented contact attempts:
  - The provider, owner, managing employee, office manager, or authorized representative fails to respond,
  - Refuses to participate in the screening,
  - Fails to provide access to the location,
  - Refuses to provide requested documentation, or
  - Does not provide timely and accurate information,
  - The screener must:
    - **Consult with their Screening Supervisor** prior to closing the visit.

- Document all contact attempts and observations in ELICI.
- Upload the completed site visit checklist to ELICI.
- Clearly note whether access was denied, unavailable, or refused.

## 5. Documentation Requirements (ELICI)

- Screeners must enter the following in the **Add/Edit Non-Public Checklist Notes** section of ELICI:
  - Date and time of onsite visit
  - Names of individuals present (if any)
  - Summary of attempted contacts
  - Dates and times of first and second calls
  - Whether voicemail was left
  - Summary of any communication received
  - Description of refusal or lack of cooperation (if applicable)
- The **site visit checklist must be uploaded**, even if the screening could not be completed.

## 6. Refusal to Participate

- If a provider explicitly refuses to participate:
- Remain professional and do not argue.
- Confirm business is at the address and who you are speaking with. If someone is there: Ask to make sure (Business Name/Owner) is located there?
- Ask the provider if they are aware that participation in a site visit is required as a condition of their enrollment with MHCP)
- Do not threaten enforcement action.
- Document the refusal.
- Immediately consult your Screening Supervisor.

### Clarification on Your Question:

It is correct practice to:

- Enter detailed notes in ELICI.
- Upload the site visit checklist.
- Escalate to a Screening Supervisor when cooperation is not achieved.