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To: Initial Non-Long Term Care Applicants  
Concerned Citizens

From: Cremear H. Mims, HSS Section Chief

Via: Otis Woods, Director

**Initial Surveys and Complaint Priorities**

The purpose of this memorandum is to provide notice of interim measures the Office of Quality Assurance (OQA), Health Services Section, has implemented to ensure that accurate information is provided to the public and providers regarding complaint investigations, initial licensure, initial Medicare certification surveys, and other Centers for Medicare/Medicaid Services (CMS) directives.

Due to recent staff changes and an increase in non-long term care workload, the Health Services Section has prioritized workload to ensure public safety is monitored.

To meet public safety demands and continue to meet federal budget requirements and state policy, the Office of Quality Assurance will triage workload in the following priorities:

**Priority #1:**

- CMS mandatory Home Health Agency recertification surveys.
- CMS authorized complaints.
- Immediate Jeopardy Situations.
- Provider Non-compliance at the Condition of Participation Level Situations.
- Allegations of Hospital Emergency Medical Treatment & Labor Act (EMTALA) Violations.

**Priority #2:**

- CMS authorized complaint investigations not at Priority #1 level.

- CMS Medicare recertification surveys of Non-accredited hospitals, Ambulatory Surgical Centers, End Stage Renal Dialysis Facilities, Hospice providers, Rural Health Clinics, Outpatient and Comprehensive Outpatient Rehabilitation Agencies.

Priority #3:

- Initial licensure and Medicare certification reviews and on-site surveys.
- Complaint investigations with state authority.

Effective immediately, staff of the Health Services Section will prioritize workload as directed in this communication. It will be our goal to investigate all Priority #3 complaints within three to six months of receipt; and for all initial state licensure and Medicare certification surveys (Priority #3) within three to four months of completed application materials and demonstration of licensure and on-site survey readiness.

OQA considers all complaints significant and appreciates the growth in new businesses in Wisconsin; consequently, it's our intent to conduct thorough reviews.

OQA is appreciative of the positive working relationship between its staff and providers. When workload permits, OQA will have additional flexibility to shorten time frames.

If you have any questions, please contact Cremear Mims, HSS Section Chief at (608) 243-2028 or (414) 227-4556.