

SleepSite: A Quality Assessment of Sleep Study Facilities

Frequently Asked Questions



What is SleepSite? SleepSite™ is a safety and quality program designed to assess the sleep equipment, personnel and policies of facilities that perform sleep services. Your health plan has contracted with SleepSite to perform the assessment with the aim of achieving a quality certified network.

Why assess the safety and quality of sleep services? SleepSite believes that sleep services are vitally important in the episode of care and desires to ensure at least a minimum level of quality and safety for its enrollees. Sleep technology is improving rapidly and becoming more complex. In addition to technological changes, the skills and policies of the personnel performing sleep studies are imperative to maximizing the information gained through sleep studies. It is important to eliminate/correct any poor quality or unsafe patient care. This not only improves patient care, but also allows more funding to provide enrollees with better care. This equates to paying for a minimum standard of sleep quality and safety for enrollees, performed on satisfactory equipment and interpreted by qualified physicians.

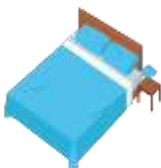
Who is required to participate in the sleep assessment? All physician offices sleep study facilities, home-based sleep study programs and durable medical equipment (DME) providers are asked to participate in SleepSite. Certified sites will be listed on the SleepSite Certification Directory, and those organizations will be designated as quality facilities for scheduling members.

We ask facilities to complete a SleepSite assessment for each location at which sleep equipment is operated and at-home testing is performed in order to confirm that they meet these standards and to ensure you continued timely reimbursement for these sleep procedures.

What information will I need to provide? Sleep Study facilities are asked to complete information in these areas:



Facility – This section captures essential information regarding the services offered by the facility, demographics, and key standards such as required licensure.



Equipment – This section of the survey addresses standards for equipment capabilities, maintenance, and FDA approval



Personnel – The assessment looks at the qualifications and experience of personnel including the Medical Director, Sleep Specialist or Interpreting Physician, Sleep Technologist or Technician, and Scoring Personnel. SleepSite wants to ensure that the proper qualifications, continued education, and patient ratio meet standards for best practice.



Policies & Procedures – SleepSite standards include a review of General Policies and Procedures, Patient Acceptance and Management of Medical Record Policies, Protocols, Emergency Procedures, Sleep Program Quality Assurance, Human Resource (HR) Policies, and Complaint Resolution and Compliance Policies

Is it possible to fail the sleep assessment? Yes. Failure is unusual and occurs when basic standards of safety and quality are not met.

What happens if the review of the facility's sleep assessment identifies an area of deficiency? Usually, exceptions are due to incomplete data. If we do not receive enough information to fully evaluate capabilities, facilities will be notified of the reason for failing to meet standards and will be given 90 days to submit updated information. SleepSite will work with the facility to identify key opportunities for improvement in order to help meet SleepSite standards.

When do facilities need to submit the assessment information? Facilities need to complete the assessment within 15 days of notification.

Does the sleep assessment program require that facilities submit extensive documentation? No, SleepSite does not require documentation at the time of the application. SleepSite reserves the right to perform random desktop audits; we also verify some of the assessment information using online resources. We may ask for documentation related to the assessment, which can be conveniently uploaded online.

Does the sleep assessment involve an inspection of the facility? No, SleepSite does not require an inspection of the facility at the time of the application. SleepSite or the health plan may, at its discretion, schedule on-site or desktop facility audits to assure the integrity of the program. Inspections will include review all documentation supporting the statements submitted in the assessment. If a site is selected to participate in this opportunity, SleepSite will announce the visit in advance.

How do facilities participate in the sleep assessment? The easiest way to complete the assessment is online. Many features, such as dropdown menus, make the process faster and more accurate than doing it on paper. Try it at: <https://www.healthhelp.com/benefits-management-offerings/sleep-site/>

Some facilities already have accreditation. Why do they need to fill out another assessment? The SleepSite survey does not involve the extensive investigations demanded by accreditation procedures. Rather than probing deeply into sleep facilities, this SleepSite assessment broadly and uniformly covers a wide range of topics that, when taken together, provides the health plan with an excellent profile of overall capabilities. Facilities that have high

standards for accreditations generally rank high in their market. Accredited facilities who meet these high standards should complete the SleepSite assessment so your health plan or network can recognize this achievement.

How does SleepSite compare to accreditation programs offered by national organizations? Many national organizations set high standards for sleep services and require extensive documentation and lengthy evaluations, often including mandated inspections and review of sleep services. SleepSite is designed to ensure a basic level of safety and quality for patients by assembling a set of information about the equipment and procedures performed by each facility.

How long is a SleepSite Certification valid? Once completed and attested, SleepSite assessment is valid for a period of 2 years; however, we encourage facilities to login as needed to update information should there be any changes to equipment, personnel, or sleep policies.

Can I contact SleepSite for assistance? Certainly! If we can do anything to improve your SleepSite certification experience, please feel free to contact our Program Support team with any questions you may have.



SleepSite Program Support

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