

Home Office Standards

Clinicians who practice in a home office setting are required to meet the following standards listed below. A Provider with a home office that does not meet these standards shall be required to remediate the identified deficiencies, relocate their office to a setting that meets standards, or face disciplinary action up to an including contract termination.

1. Clinicians will inform all clients in advance that the therapy office is located in a home and if the office is not Americans with Disabilities Act compliant. If the client requires an ADA compliant location or is not comfortable with a home office setting, the provider shall refer the client back to the Access and Crisis Line for alternative referrals that better meet the client's preference.
2. When a clinician has any animals, clients must be told in advance that there is/are an animal(s) in the house and the clinician should isolate them from the office area. If an animal(s) is/are kept in the therapy office area they must have special training or be a certified pet therapy animal.
3. Off street or separate parking for clients should be offered. If off street parking is not available then clients must be informed in advance where to park. The home should be clearly identified with a house number or sign and the entrance to the home must have adequate lighting. Exits and entrances must be clearly identified with exit signs. Exit doors must be unlocked on the inside.
4. The therapy office is designed so that family members, friends, or other clients cannot enter the office while therapy is in session and must be sound proof. Soundproofing may include a white noise machine, and/or structural soundproofing.
5. The clinician should offer a waiting area for clients. If s/he does not, it is expected that clients be informed in advance of the process for arrival to appointments and where to wait.
6. The office setting should be free from personal effects (i.e. medications, personal papers, and intimate pictures). Office furnishings need to be permanent and professional.
7. The office space should contain a separate bathroom for client use only. The bathroom utilized by clients must be free from personal effects (i.e. medications and intimate pictures/items).
8. Office, waiting room, and bathroom areas must be maintained in a neat, clean and sanitary manner with no unpleasant odors; and be in good repair.
9. Office, waiting area and and bathrooms must be compliant with applicable fire/safety regulations for businesses in that jurisdiction.
10. Medications and medication samples must be stored in a locked cabinet in a secure area. (MD and ARPN's Only)
12. The clinician must screen for high risk and/or potentially violent clients prior to first session. If the clinician does not have an alternative non-home setting to see high risk and/or potentially violent clients, the clinician should refer those clients back to Optum/Access and Crisis Line for appropriate referrals to offices that are not home based.

13. The Clinician is required to have a business license if required by the city/town in which the office is located.
14. If a complaint is received about the home office of a clinician contracted with Optum, a site audit and treatment record review request may be referred to County Quality Management. In such cases, the results of the review are forwarded to the requesting committee (e.g. Credentialing, Quality of Care Committee, Peer Review Committee) for determination about the need for further actions.
15. Treatment records storage is required to meet HIPAA privacy and security requirements in order to protect the view of client personal health information (PHI) by others. Detailed information about HIPAA privacy and security regulations can be located at the following website: <http://www.hhs.gov/ocr/privacy/>
16. The following beneficiary materials must be available to clients:
 - Client and Family Handbooks is given to the client in the first meeting
 - Client Grievance/Appeal Posters in the threshold languages are visibly posted.
 - Grievance/Appeal brochures and forms are available without requiring the client to request them from the provider
 - Limited English Proficiency (LEP) posters in the threshold languages are prominently displayed.
 - The Access and Crisis Line phone number is visibly posted.



Referral Screening Tool

Not all clients are comfortable with, or appropriate to be seen in, a home office setting. Please discuss the following topics and items with client prior to first appointment.

___ Discuss with client the home office setting. If the client requires an ADA compliant location or is not comfortable with a home office setting, the provider shall refer the client back to the Access and Crisis Line for alternative referrals that better meet the client's preference.

___ Parking: inform where to park or if parking is not available

___ Office is/is not ADA compliant

___ Entrance: how to enter office

___ Waiting Room: where to wait if there is no waiting room

___ Screen client for history of violence (notify ACL and refer back to ACL if client has history of violence.)

___ Inform client if there are animals in the home and inquire about client concerns (e.g. allergies, fears of animals, etc.)

___ Document in phone call assessment or first intake note that these items were discussed with client