



Connect Consulting Services
Engage | Prepare | Recover

CMS Emergency Preparedness Compliance Coaching Program Terms and Conditions

I. CMS Emergency Preparedness Requirements

Connect Consulting Services, Inc. (CCS) Centers for Medicare and Medicaid Services (CMS) Emergency Preparedness (EP) Compliance Monthly and Annual Coaching Program is a remote training and technical assistance program for healthcare organizations that must comply with the CMS EP Requirements below:

- A. Emergency Plan—Develop an Emergency Plan based on an “all-hazards” Risk Assessment;
- B. Policies and Procedures—Develop policies and procedures based on the Emergency Management Plan and Risk Assessment. There are four (4) required policies and procedures for every CMS provider. Additional policies will vary by provider type.
- C. Communication Plan—Develop an Emergency Communications Plan that includes internal and external communications as well as redundant communication systems
- D. Training and Testing Program—Develop and conduct training and plan testing programs, including initial training in policies and procedures and exercises. Requires completion of two (2) Exercises annually one of which needs to a community- based CMS –defined full scale exercise- an operation- based exercise.

II. CCS CMS EP Compliance Coaching Program Overview

The Connect Consulting Services, Inc. (CCS) Centers for Medicare and Medicaid Services (CMS) Emergency Preparedness Compliance Monthly and Annual Coaching Program includes:

- A. CCS Center for Medicare and Medicaid Services (CMS) Emergency Preparedness Compliance Toolkit is comprised of all forms and templates to meet the compliance standards that includes both original CCS content as well as leverages existing public domain emergency management and business continuity industry standards such as the Hospital Incident Command System (HICS) and the Federal Emergency Management Agency (FEMA) Incident Command System.
- B. Once a month Live group coaching calls (Minimum 6 months for 6-month Coaching Program and 12 Coaching sessions for the Annual Program.)
- C. On-Demand Training content videos of compliance content

- D. Direct one-on-one Consulting Hours (5 hours for the 6 Month Coaching Program and 10 hours for the Annual Coaching Program)
- E. Email technical support
- F. For those purchasing the Annual Program, It includes a CMS Survey Prep Intensive (phone coaching, plan and trainings review, email support) that guarantees you will pass your CMS EP survey contingent upon CCS CMS EP Annual Compliance Coaching Members that implement the CCS' key emergency planning, training, and exercise recommendations.

III. **CMS EP Compliance Program Definitions and Terms**

- A. The 6-month Emergency Preparedness (EP) Compliance Monthly Program provides your organization access to our tools, trainings, and materials available for 6 months from the date of your purchase.
- B. The 12-month Emergency Preparedness (EP) Compliance Annual Coaching Program provides your organization access to our tools, trainings, and materials available for 12 months from the date of your purchase.
- C. The CCS Center for Medicare and Medicaid Services (CMS) Emergency Preparedness Compliance Toolkit is comprised of all forms and templates to meet the compliance standards that includes both original CCS content as well as leverages existing public domain emergency management and business continuity industry standards such as the Hospital Incident Command System (HICS) and the Federal Emergency Management Agency (FEMA) Incident Command System.
- D. The CMS Compliance Group Coaching calls will be offered on last Wednesday of the month at 10amPST/1pmEST via Go to Webinar and will be recorded for future playback.
- E. On-Demand Training content webinars can be accessed on the CCS Member Portal.
- F. Direct one-on-one Consulting Hours will be scheduled via www.calendly.com/connectconsulting.

IV. **Refund**

Connect Consulting Services, Inc. (CCS) will offer a full refund for the CMS Emergency Preparedness Compliance Monthly Coaching Program or the CMS Emergency Preparedness Compliance Annual Coaching Program upon written request within 30 days of a customer starting the Coaching Program. Please send your written notification to Connect Consulting Services, Inc. 1510 J Street, Suite 115, Sacramento, CA 95814 and/or Connect@ConnectConsulting.biz.

V. **Opt-Out Provision**

CCS will automatically renew your 6-month or annual compliance coaching program unless you notify in writing 30 days prior to the end of your 6-month or annual program. Please send your written notification to Connect Consulting Services, Inc. 1510 J Street, Suite 115, Sacramento, CA 95814 and/or Connect@ConnectConsulting.biz.

VI. Connect Consulting Services Guarantee For the Purchasing of the Annual Coaching Program

A. Connect Consulting Services will guarantee the following:

- i. We will provide you with a CMS Survey Prep Intensive (survey preparation checklist, phone coaching, remote plan, training and exercise program review, and email support) prior to your CMS Emergency Preparedness Survey for your organization.
- ii. Post your survey, should the CMS Surveyor find any deficiencies in your CMS Emergency Preparedness Survey, Connect Consulting Services will assist you in preparing your Corrective Action Plan Report that addresses how you will meet the identified deficiencies.
- iii. The CMS EP Survey Passage Guarantee will be contingent upon CCS CMS EP Annual Compliance Coaching Members implementing the key emergency planning, training, and exercise recommendations.

Please send your written comments and questions to Connect Consulting Services, Inc. 1510 J Street, Suite 115, Sacramento, CA 95814 and/or Connect@ConnectConsulting.biz.