



# Official Publication of Revision to Accreditation and Certification Deposit and Fee Information, Effective immediately

APPLICABLE TO ALL PROGRAMS

## Effective immediately

### Forfeiture of Survey or Certification Deposit

A nonrefundable, nontransferable deposit toward accreditation or certification fees is required for initial customers only. Organizations seeking certification that are currently accredited by The Joint Commission are not required to pay a deposit. The Joint Commission applies the deposit to the organization's open invoices until the deposit is exhausted. An organization scheduled for an initial survey or review forfeits its deposit if its survey or review is not conducted within one year of submitting its application. The organization must then reapply and submit a new deposit to begin the accreditation or certification process again. Customers reapplying for certification are not required to pay a deposit if their organization is still accredited by The Joint Commission at the time of re-application.

### Survey and Certification Fees

The Joint Commission uses a subscription billing system for all programs. Fees are determined annually and are based on the need to secure sufficient resources to cover the costs of operations. The Joint Commission generally bases individual organization fees on the volume and type of services provided and the sites to be included in the organization's accreditation survey. Certification fees are based on variables within Disease-Specific Care or Health Care Staffing Services. Questions about all fees can be directed to the Pricing Unit (pricingunit@jointcommission.org) or by calling 630/792-5115.

The Joint Commission's fee structure includes a nonrefundable, nontransferable annual fee, which recognizes the provision of substantial accreditation or certification related services on a continuous basis between on-site surveys and reviews. The annual fees are billed each January. The

annual fee level for an organization is determined by the organization's size and complexity. The annual fee for organizations applying for accreditation or certification for the first time will be prorated, based upon the quarter in which the application is submitted.

In addition to annual fees, organizations are also billed an on-site fee after the survey or review has been performed. The on-site fee is designed to cover the costs of performing a survey or review. If an ambulatory health care specialist or a chemical dependency specialist is required to be on the survey team, the organization's invoice will reflect the additional fees to cover the costs of having these surveyors. Organizations requiring out-of-cycle surveys, such as in response to a sentinel event, will be assessed a separate survey fee.

Electronic invoices will be posted to the organization's secure *The Joint Commission Connect*<sup>™</sup> extranet site and are due upon receipt. The Joint Commission accepts checks, money orders, wire payments, and credit cards for all fees:

- Checks and money orders must be sent to the remittance address listed on the last page of the invoice to expedite payment processing to the organization's account.
- To obtain wire transfer information, contact the Pricing Unit at 630/792-5115.
- To make a credit card payment by telephone, call Accounts Receivable at 630/792-5662. We accept Visa<sup>®</sup>, Mastercard<sup>®</sup>, American Express<sup>®</sup> and Discover Card<sup>®</sup>.

Failure to provide timely payment of any Joint Commission fees may result in the loss of accreditation or certification status. The Joint Commission notifies an organization with significant standards compliance problems of either a Conditional Accreditation/Certification or a Preliminary Denial of Accreditation/Certification decision as soon as possible, whether or not payment has been received.