

**Cigna Dental**  
**On-Site Initial Quality Assessment (IQA)**  
**General Dentist Facility Review Form**



Office Name		Office Number	Date			
Owner Name						
Office Address (Street)		(Suite)	(City) (State) (Zip Code)			
Reason for IQA: <input type="checkbox"/> New Office <input type="checkbox"/> Move or Relocation <input type="checkbox"/> Transfer of Ownership <input type="checkbox"/> Other (specify) _____						
Network Manager Name		Network Manager Signature (Required)				
<b>*NOTE: Office will not be activated unless all responses are acceptable or not applicable (N/A).          If applicable, grayed-out areas may not be N/A.</b>			<table border="1"> <tr> <td>A</td> <td>U</td> <td>N/A</td> </tr> </table>	A	U	N/A
A	U	N/A				
<b>SECTION A – ACCESSIBILITY</b>			<b>*Do not mark in N/A fields if grayed-out</b>			
<b>A1</b>	Emergency care and coverage? Network General Dentist (NGD) shall have a system in place for emergency coverage 24 hours per day, 7 days a week.					
<b>A2</b>	Reasonable appointment scheduling for routine visits for plan members? Cigna Dental standard: 4 weeks or less; state-specific standards: AZ = 9 weeks, NJ = 10 days; TX = 3 weeks; VA = 2 weeks.					
<b>A3</b>	<b>CA only</b> (all other states mark N/A): language assistance program and documents are present?					
<b>SECTION B – FACILITY &amp; EQUIPMENT</b>			<b>*Do not mark in N/A fields if grayed-out</b>			
<b>B1</b>	Verification made that facility and equipment are clean, safe, and in good repair. Exterior and common areas of the building well maintained? Office, treatment rooms, and restrooms are clean and uncluttered? Equipment in good working order?					
<b>B2</b>	If mercury is used in the office, does mercury hygiene include use of pre-measured amalgam capsules? Amalgamators covered? If bulk mercury is used, is it stored in sealed, unbreakable containers? Is a mercury spill kit available?					
<b>B3</b>	If nitrous oxide is used in office, is nitrous oxide recovery system (scavenger unit) employed in office?					
<b>B4</b>	Lead apron, which allows for proper thyroid protection used?					
<b>SECTION C – EMERGENCY PROCEDURES &amp; EQUIPMENT</b>			<b>*Do not mark in N/A fields if grayed-out</b>			
<b>C1</b>	Plan to handle medical emergencies is present in office? Calling for emergency help (911 or local ambulance service since not all areas have 911) is an acceptable plan, but the numbers must still be posted. Emergency exits are accessible and well marked?					
<b>C2</b>	An emergency kit is present and the items are current? The content of the kit is up to each individual dentist, as recommended by the American Dental Association (ADA) Council on Scientific Affairs. The kit should include at minimum: Epinephrine 1:1000 (injectable) • Histamine blocker (injectable) • nitroglycerin • bronchodilator • sugar • aspirin.					
<b>C3</b>	Portable oxygen tank/Ambu-bag that can be delivered under positive pressure available?					
<b>SECTION D – STERILIZATION &amp; INFECTION CONTROL</b>			<b>*Do not mark in N/A fields if grayed-out</b>			
<b>D1</b>	Sterilization and infection control protocols followed? Staff trained in sterilization and infection control procedures and protocols?					
<b>D2</b>	<b>CA only</b> - Protocols posted for sterilization procedures?					
<b>D3</b>	Documentation indicates that biological test of heat sterilization (spore testing) performed monthly?* Spore testing must be verified by a third party. *AL, AR, AZ, CA, GA, HI, IA, ID, IN, KS, LA, MA, ME, MD, MN, MO, MS, NC, NH, NV, NM, OH, OR, PA, RI, SC, SD, TN, TX, WA, WI, WV must be performed weekly.					

Office Name				
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SECTION D – STERILIZATION & INFECTION CONTROL (Continued)				*Do not mark in N/A fields if grayed-out
<b>D4</b>	All items used intraorally are appropriately sterilized after each use? Sterilized instruments are stored in sealed containers, bags, wraps, or appropriate trays prior to use? Disposable film holder devices are used, or reusable devices sterilized or disinfected between use? Disposable instruments properly disposed? Ultrasonic cleaners used and kept covered during use?			
<b>D5</b>	Log kept to monitor changing of sterilization solution? Items sterilized in FDA-cleared sterilant/disinfectant solutions for recommended time per manufacturer's guidelines? Solution changed at recommended intervals?			
<b>D6</b>	Staff wears appropriate personal protective equipment? Gloves and mask worn? Gloves changed between patients? Laboratory jackets/coats or disposable protective clothing worn? Protective eyewear worn?			
<b>D7</b>	Proper and adequate use of barrier techniques? Environmental surfaces appropriately disinfected with EPA-approved solution between patients and at the end of the day? Disposable covers properly disposed?			
<b>D8</b>	<b>CA only</b> - Handpieces and waterlines flushed appropriately?			
<b>D9</b>	Infection control and cross contamination prevention procedures followed in the office and laboratory? If laboratory pumice is used in the office, is pumice changed after each use? Laboratory ragwheels and laboratory burs sterilized? Impressions rinsed and disinfected prior to delivery to laboratory?			

  

SECTION E – SUPPLEMENTAL QUESTIONS				*Do not mark in N/A fields if grayed-out
<b>E1</b>	Dentist and/or appropriate staff have current CPR certification?			
<b>E2</b>	Blood pressure cuffs/sphygmomanometer in office?			
<b>E3</b>	<b>TX only</b> (all other states mark N/A): Diagnostic imaging machines are registered and inspected according to state law?			
<b>E4</b>	Sharps properly disposed of in appropriate sharps container?			
<b>E5</b>	Hepatitis vaccination available for clinical staff in office, or a waiver signed?			
<b>E6</b>	Dental hygiene staff are certified and licensed per state regulations?			
<b>E7</b>	<b>TX only</b> - Confidentiality practices meet the Centers for Disease Control and Prevention (CDH) standards?			
<b>E8</b>	Dental office is equipped with an intraoral and/or panoramic X-ray machine? ( <b>CA only</b> - Orthodontists may have only a panoramic X-ray machine.)			

  

FACILITY COMMENTS

  

PAPERWORK NEEDED TO COMPLETE THE FILE (TO BE PICKED UP AT IQA)