



Horizon Blue Cross Blue Shield of New Jersey

## AMERICANS WITH DISABILITIES ACT (ADA) PROVIDER SURVEY

Please complete and return a separate copy of this survey for each office location at which you practice to help us understand how well participating practice locations are complying with the requirements of the Americans with Disabilities Act (ADA).

Please note that this information needs only to be submitted once per practice location. If you are joining an existing participating practice, please check with your office manager to confirm that information has or has not been previously submitted.

Completed and signed forms may be mailed to: **Horizon BCBSNJ  
Credentialing & Recredentialing Department  
3 Penn Plaza East, PP-14C  
Newark, NJ 07105-2200**

Physician Name: \_\_\_\_\_ NPI: \_\_\_\_\_

Group Practice Name: \_\_\_\_\_ Group Practice NPI: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State Zip: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Office Fax: \_\_\_\_\_

### Part I

This section must be completed by all providers.

1. Number of staff members (includes all medical professionals, members or partners of the professional association, technicians and support staff), employed at this office: \_\_\_\_\_.
2. Year when the building in which provider's office is located was constructed: \_\_\_\_\_.
3. Floor(s) of building on which provider's office is located: \_\_\_\_\_.
4. Please answer following questions regarding architectural accessibility to provider's office:

a) Is handicap parking available?  Yes  No

[Parking for disabled persons must be located on the shortest accessible route of travel from adjacent parking to an accessible building entrance. In parking facilities that do not serve a particular building accessible parking spaces should be located on the shortest route to an accessible pedestrian entrance to the parking facility. When buildings have multiple accessible entrances with adjacent parking, accessible parking spaces should be dispersed and located near the accessible entrances which should be as level as possible with surface slopes not exceeding 1/4 inch per foot in all directions. Each parking space should be marked with an R708 sign from the Manual of Uniform Traffic Control Devices displaying the International Symbol of Accessibility. The bottom edge of the sign shall be mounted approximately 60 inches above the parking lot surface. See sample attached.]

Standard accessible spaces must have an access aisle at least 5 feet wide, and at least one of every eight accessible spaces must be van-accessible. Spaces that provide van access must have an access aisle at least 8 feet wide. The number of spaces for disabled persons that must be provided is determined by the total number of parking spaces available. For example:

1 – 25 spaces .....	1 Accessible Space
25 – 50 spaces .....	2 Accessible Spaces
51 – 75 spaces .....	3 Accessible Spaces
76 – 100 spaces .....	4 Accessible Spaces

[See ADAAG, 4.6]

- b) Is path of travel from the parking lot to the entrance of the building in which the provider's office located barrier-free?  Yes  No

[The path of travel should be continuous, barrier-free and slip-resistant. Curb ramps (also known as curb cuts) are required wherever an accessible route crosses a curb. It is important that transitions to curb ramps be flush. Lips at the bottom of ramps impede the momentum needed to propel a wheelchair up a slope. The running slope of a curb ramp cannot exceed 1:12. The minimum clear width of a curb ramp is 36 inches. It is also important that parked cars, lampposts, utility poles and other elements placed along sidewalks not obstruct connecting accessible routes. See ADAAG, 4.7]

- c) Is there street-level access or an accessible ramp into the building in which the provider's office is located?  Yes  No

[Where the running slope of an accessible route is more than 5%, it is considered a ramp. Slope and length determine a ramp's usability. A maximum slope of 1:12 is recommended, but the "least possible" slope is encouraged. Slopes should be consistent along the full length of the run. The minimum clear width for ramps is 36 inches and is measured between the leading edge of the handrails. Handrails with a diameter of 1 ¼ to 1 ½ inches are required on both sides for ramps with a rise of more than 6 inches or a horizontal length of more than 72 inches. Covering ramps with a canopy or roof is not required but should be considered to protect the ramp from becoming wet or icy. Landings at the top and bottom must be at least 60 inches long for maneuvering space. See ADAAG, 4.8]

- d) If the provider's office is not on the first floor, is the office served by a working elevator which is accessible by a wheelchair or motorized scooter?  Yes  No

[The call buttons for the elevator should be no more than 42 inches high. The elevator should have both visible and verbal indicators and the controls should have raised and Braille lettering. See ADAAG, 4.10]

- e) Are the provider's office and other patient areas accessible by wheelchair and motorized scooter?  Yes  No

[A continuous minimum clear width of 36 inches is required for accessible routes. A reduction to 32 inches is allowed for linear distances of no more than 24 inches, such as a doorway. For a double door, at least one leaf must be 32 inches wide. The threshold of a doorway must be ¼ inch or less, and if beveled, no more than ¾ inch high. The door handle must be no higher than 48 inches and operable with a closed fist. U-shaped handles are recommended]. [Registration and patient interview areas with built-in counters should be 28 – 34 inches high with knee spaces at least 27 inches high, 30 inches wide, and 19 inches deep. If this is not readily achievable, alternative measures such as a table or clipboard should be provided. See ADAAG, 4.2]

- f) Are examination rooms accessible by wheelchair and motorized scooters?  Yes  No

[Standard equipment is often difficult for people with disabilities to use. For example, standard height examining tables and traditional scales cannot be used by many people with disabilities. An adjustable height examining table is a good solution as is a portable low table. Additionally, allowing some tests to be performed from a wheelchair is also acceptable.]

- g) Are the office's restrooms accessible by wheelchair and motorized scooter?  Yes  No

[Signs to the restroom should be mounted on the wall. The doorway should be 32 inches clear with accessible handle 48 inches from the ground or less. The doors should be easily opened and the entry should provide 36 inches of clear width for forward movement and a 5-foot T-shaped clear space for turns. A minimum of 48 inches clear of the door swing is needed between the two doors of an entry vestibule. The past two fixtures should be 36 inches clear. The stall door should be operable with a closed fist. The toilet seat should be 17 – 19 inches high with grab bars on the wall near and behind the toilet. The sink should have a 30 inch wide by 48 inch deep clear space in front with a rim no higher than 34 inches and 29 inches from the floor to the bottom of the sink. The faucets should be operable with a closed fist and the soap dispenser should be within a reachable range. See ADAAG, 4.15 – 4.26.]

[Please also note: Issues of accessibility also include access for people with sensory impairments. It is customary to offer to orient a person with a vision impairment to his or her surroundings. If the person accepts the offer of assistance, a staff person should offer his or her arm and guide the person alerting him to obstacles along the way. Information in brackets [thus] from New Jersey Protection & Advocacy, Inc. Methods of making printed material and forms accessible to people with vision impairments must be considered such as offering large print material, good lighting near the office, and inexpensive magnifier, or audio cassette materials. For people with hearing or speech impairments, short communication in writing is acceptable. Please allow time to foster effective communication, if necessary. Providing a sign language interpreter may be necessary when discussing complex matters.]

## Instructions for Next Steps

Review the instructions below to determine your next steps for completion of this ADA Provider Survey.

- If you answered “Yes” to every question 4a through 4g, please skip the remaining questions and sign the **Certification** on page 5.
- If you answered “No” to any question 4a through 4g, please see the table below for next steps:

<ul style="list-style-type: none"><li>• If the building in which the office is located was built before January 1992, and</li><li>• Structural alterations were made to the building after January 1992</li></ul>	Answer questions in <b>Part II</b> and sign the <b>Certification</b> on page 5.
<ul style="list-style-type: none"><li>• If the building in which the office is located was built before January 1992,</li><li>• No structural alterations were made to the building after January 1992, and</li><li>• 15 or more staff are employed at the location</li></ul>	Answer questions in <b>Part III</b> and sign the <b>Certification</b> on page 5.
<ul style="list-style-type: none"><li>• If the building in which the office is located was built before January 1992,</li><li>• No structural alterations were made to the building after January 1992, and</li><li>• Fewer than 15 staff are employed at the location</li></ul>	Answer questions in <b>Part IV</b> and sign the <b>Certification</b> on page 5.

### Part II

Building constructed before 1992 with structural alterations made to building after that date:

5. What alterations were made to the building?

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6. If the altered portions of the building affected the usability of the facility, are the altered portions of the office readily accessible to and usable by mobility-impaired and disabled individuals?

Yes  No

7. If the answer to question 6 is “no”, explain:

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**Part III**

Building constructed before January 1992 – no alterations made to the building after that date—provider has 15 or more staff employed at that location:

8. Does the provider or group have an alternate accessible location where services can be provided to mobility impaired or disabled individuals?  Yes  No

9. If the answer to question 8 is “yes”, please describe the facility, including its location and distance from the provider’s office:

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10. If the answer to question 8 is “no”, will the provider accommodate mobility impaired and disabled individuals through home visits?  Yes  No

**Part IV**

Building constructed before January 1992—no alterations made to building after that date—provider has fewer than 15 staff employed at that location.

11. If you determine after conferring with a mobility-impaired or disabled individual, that you are unable to see the individual in your office without making significant architectural alterations to the building or office, are you, the provider, willing to see the patient at a mutually acceptable and appropriate accessible location?  Yes  No

New Jersey Handicapped Parking Laws



**Certification of ADA Compliance**

The individual completing this survey must sign the appropriate Certification of ADA Compliance Statement below.

Certification of ADA Compliance Statement I

I hereby certify that I have answered the above questions truthfully and to the best of my knowledge and that this office/group practice, as well as the building in which it is located, meets the requirements of the ADA.

\_\_\_\_\_

Name

\_\_\_\_\_

Group Practice Name

\_\_\_\_\_

Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Date

Certification of ADA Compliance Statement II

I hereby certify that I have answered the above questions truthfully and to the best of my knowledge and that this office/group practice has 15 staff members or less. Therefore, the ADA requirements do not apply.

\_\_\_\_\_

Name

\_\_\_\_\_

Group Practice Name

\_\_\_\_\_

Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Date