Credentialing Focus Area

September 30, 2022

Before We Get Started

Message
Lisa Silverman
for any *tech issues*

Use the chat box for *questions* and to *introduce yourself*

Explore *resources* we'll share in the chat box

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Donna Merrick

Product Enhancement Principal

Lisa Silverman

Client Education Specialist

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OPENING POLL

How long, on average, does it take from submittal of a completed application to a credentialing decision?

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Focus Area: Credentialing (CR)

Health Plan v8.1

Marketplace Health Plan v8.1

Medicaid Health Plan v1.1
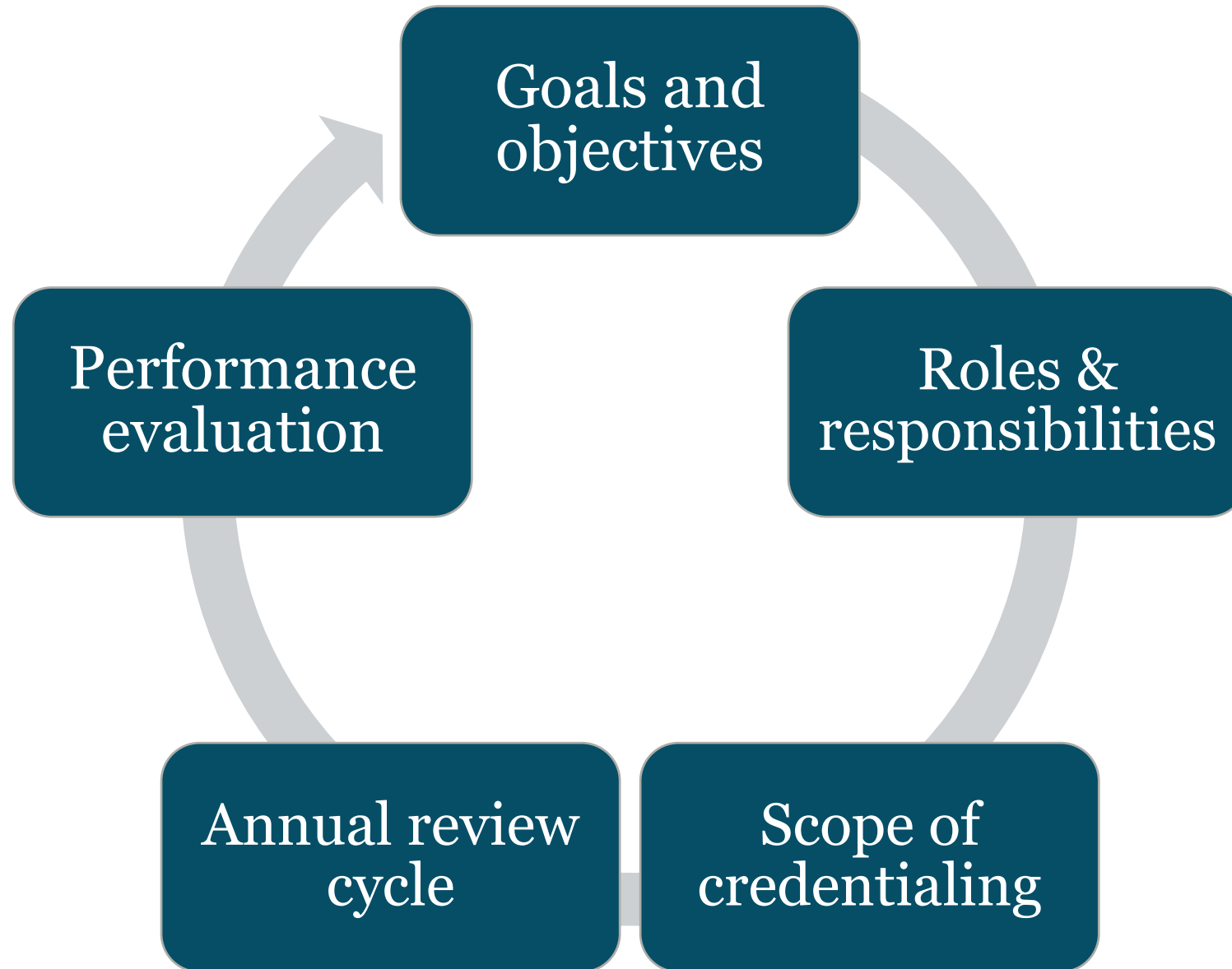
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Standards for Credentialing

CR 1: Credentialing Program

CR 2: Credentialing Requirements

CR 3: Credentialing Process

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Standard CR 1: Credentialing Program

The organization implements a credentialing program designed to assure that a network of qualified providers is available to provide care to members.

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CR 1-1: Credentialing Program Structure

Standard CR 2: Credentialing Requirements

The organization implements policies and processes critical to assuring a quality provider network. [M]

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CR 2-1: Credentialing Program Policy

Credentialing Committee

- Non-employed network practitioner

- Final authority

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CR 2-1: Credentialing Program Policy

Approved credentialing criteria

Review and approval of credentialing application

Recredentialing every three years

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Only approved practitioners are listed.

Standard CR 3: Credentialing Process

Credentialing processes are well defined, timely and support the quality and safety of covered health services.

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CR 3-1: Credentialing Application

HISTORY		
Education Training	Loss of License	Loss of Privileges

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CR 3-1: Credentialing Application

CR 3-1: Credentialing Application

DISCLOSURE	
Listing on LEIE by the OIG (new)	Condition that impedes safe practice

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CR 3-1: Credentialing Application

SIGNATURE

Attestation

Authorization

CR 3-2: Primary Source Verification

Licensure or Certification to engage in clinical practice

Board Certification, or highest level of education or training

CR 3-3: Credentialing Confidentiality

Documentation addresses:		
Staff	Non-Staff	Committee Members

CR 3-4: Credentialing Time Frame

Dated within 180 calendar days of review by the credentialing committee:

- Credentialing application
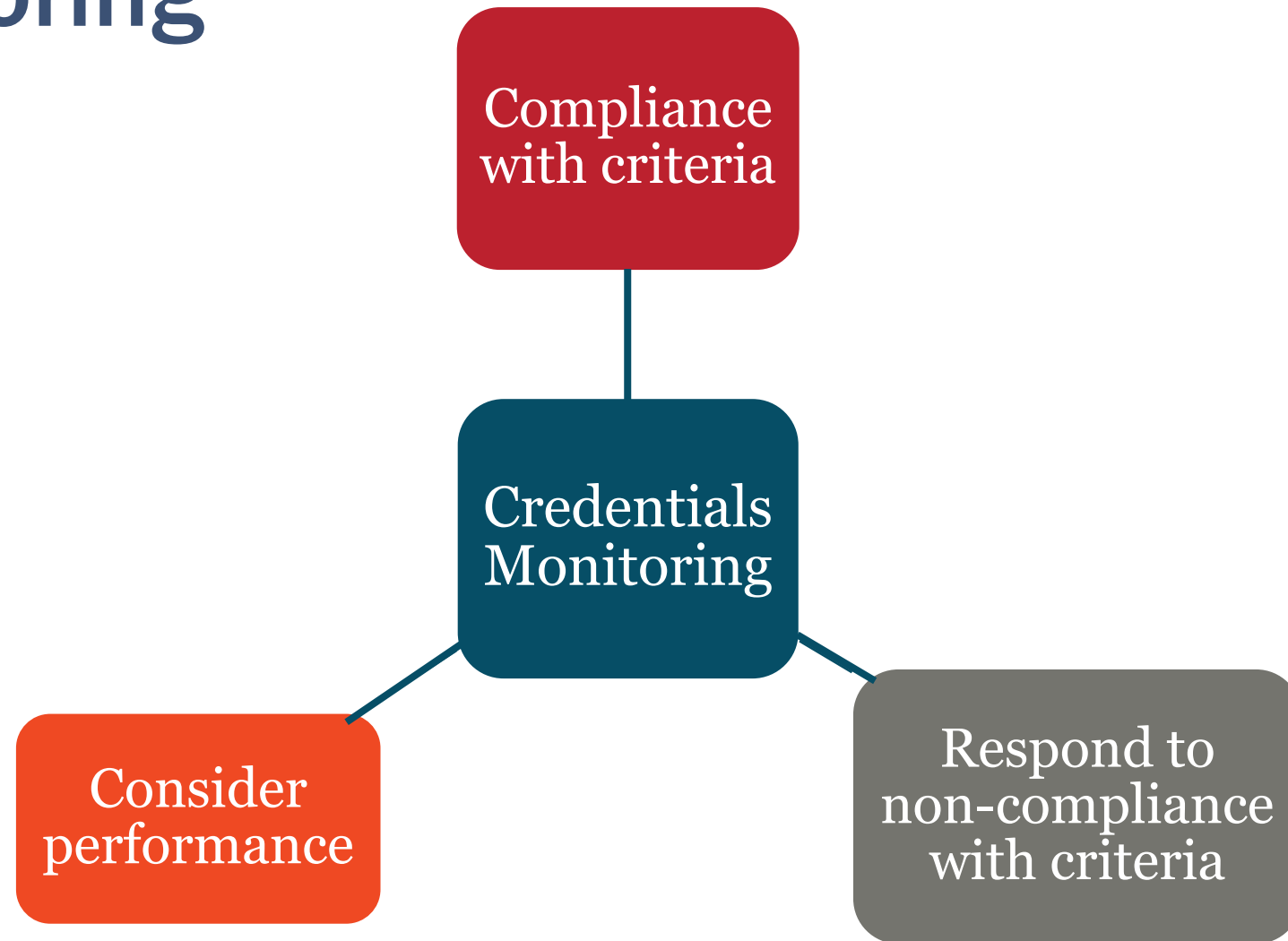- Primary source verification information

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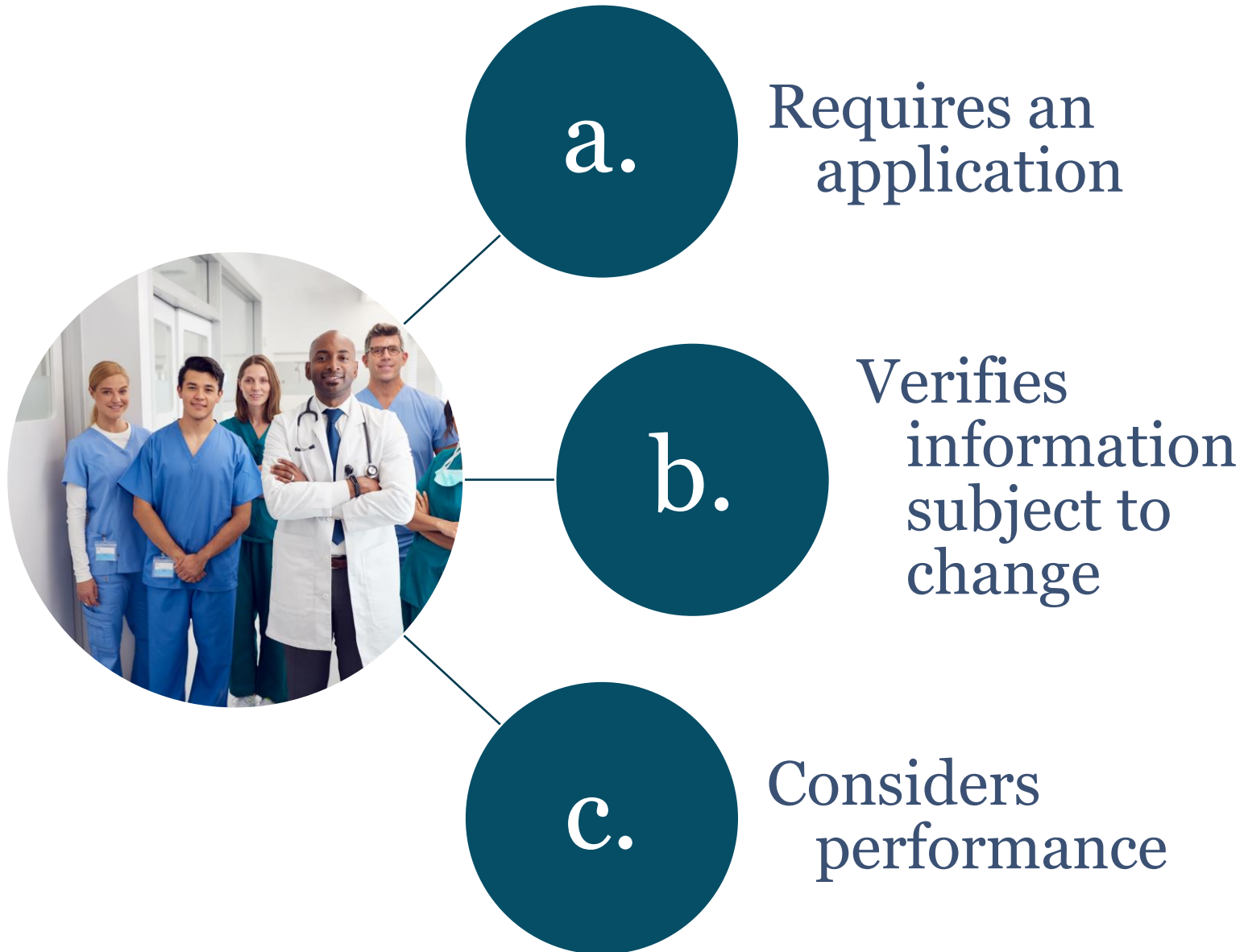# CR 3-5: Notification of Credentialing Decision

Written notification:

- To providers

- Within 30 calendar days or per applicable law/regulation (whichever is less)*

    *change from previous element of performance

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CR 3-6: Participating Provider Credentials Monitoring

CR 3-7: Recredentialing

a. Requires an application

b. Verifies information subject to change

c. Considers performance

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CR 3-8: Credentialing Delegation Oversight

Previously not approved or removed from network participation?

➢ Verify prior to listing the practitioner in your provider directory.

➢ This verification process could be automated.

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CR 3-8: Credentialing Delegation Oversight

Report on delegated credentialing to the credentialing committee on an annual basis

If delegated entity/contractor is <mark>not</mark> URAC-accredited for credentialing, conduct file audits:

Frequency	• Conducted on an annual basis
Sample Size	• Minimum sample size is fifteen (15) files
File Types	• **Seven** credentialing files • **Eight** re-credentialing files

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OPIN 1-2: Delegation Management

Delegate to a contractor URAC-accredited for a program covering credentialing?

Yes → **Desktop Review** → List of delegated functions → Delegation **plan**: verify accreditation

No → **Desktop Review** → List of delegated functions → Delegation **plan**: describe oversight

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OPIN 1-2: Delegation Management

Delegate to a contractor URAC-accredited for a program that covers credentialing?

Yes	Validation Review	Delegation Agreement	Proof of contractor accreditation
No	Validation Review	Delegation Agreement	Evidence of annual oversight

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POLL QUESTION

Does your organization delegate credentialing?

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Questions

Upcoming Events

Webinars

- PBM-PT & PBM-FDM
  - Monday, October 3
  - 2pm Eastern
- Monthly AccreditNet Training
  - Wednesday, October 12
  - 2pm Eastern

Find more information at clients.urac.org

urac connect — Quality and Excellence Across Health Care Summit

Washington, DC. October 25 - 26, 2022

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