

New Requirements for Credentialing and Certification



Effective July 1, 2016, we will require credentialing for several additional practitioner and health delivery organization (HDO) provider types when those provider types are contracted by HealthLink. Credentialing involves verification of basic professional conduct and competency criteria, including licensure, education and training and sanction activity. Each provider's application will be reviewed by a local credentialing committee or medical director for approval; re-credentialing will occur every three years thereafter.

For these provider types who are *newly contracted* (i.e., initial applicants), a process to begin credentialing will start July 1. For these same provider types who already have a contract in place, a credentialing process will be developed to ensure your credentialing is complete within the next 18 months.

Following are the new practitioner and HDO provider types that will require credentialing effective July 1, 2016:

Practitioner provider types:

- Licensed genetic counselors
- Audiologists
- Acupuncturists (non-medical doctors (MD) or doctors of osteopathic medicine (DO))
- Nurse practitioners, certified nurse midwives and physician assistants
- Registered dietitians

Credentialing will be required for the above practitioners when they are:

- Contracted independently
- Contracted at a group practice level and are listed in our directories
- Licensed by the state to practice independently

HDO provider types:

- Behavioral health facilities providing mental health and/or substance abuse treatment in inpatient, residential or ambulatory settings:
 - Adult family care/foster care homes
 - Ambulatory detox
 - Community mental health centers (CMHC)
 - Crisis stabilization units
 - Intensive family intervention services
 - Intensive outpatient – mental health and/or substance abuse
 - Methadone maintenance clinics
 - Outpatient mental health clinics
 - Outpatient substance abuse clinics
 - Partial hospitalization – mental health and/or substance abuse
 - Residential treatment centers (RTC) – psychiatric and/or substance abuse
- Birthing centers
- Convenient care centers/retail health clinics/walk-in clinics
- Federally qualified health centers (FQHC)
- Intermediate care facilities
- Home infusion therapy
- Rural health clinics
- Urgent care centers

Credentialing will be required for the above HDOs when they are contracted independently by us today or are listed in our directories.

How to get started

Based on your provider type, you will either use the Council for Affordable Quality Healthcare's (CAQH) ProView online service or complete and return a HDO application along with required attachments, as explained below*.

If contracted today independently or listed in our directories, the following providers must use CAQH's ProView:

- Licensed genetic counselors
- Audiologists
- Acupuncturists (non-medical doctors (MD) or doctors of osteopathic medicine (DO))
- Nurse practitioners, certified nurse midwives and physician assistants

ProView is a free, online service that allows health care providers to fill out **one** application to meet the credentialing data needs of multiple organizations. ProView allows healthcare providers to:

- Complete and attest to multiple state credentialing applications in one workflow design.
- Upload supporting documents directly into ProView to eliminate the need for manual submission and to improve the timeliness of completed applications.
- Review and approve practice manager information.
- Self-register with the system before a health plan initiates the application process.

If you are already using CAQH, please keep your application updated so there is no delay in the credentialing process and your provider directory listing. We will take care of adding you to our CAQH Roster. If you don't currently use CAQH's Global Authorization, please be sure to authorize HealthLink to view your credentials.

If you don't currently use CAQH, you may self-register with CAQH at www.caqh.org. For questions about CAQH ProView, please contact the CAQH ProView Support Desk by e-mail: providerhelp@ProView.CAQH.org or phone: (888) 599-1771.

Certification Process

In addition to the change in the provider scope for credentialing, we will begin to verify certifications and licensure, as applicable, for the following provider types when contracted as part of a certification review process:

- Certified behavioral analysts
- Certified addiction counselor
- Substance abuse practitioners
- Clinical laboratories
- End stage renal disease (ESRD) service providers (dialysis facilities)
- Portable x-ray suppliers

The certification process will include a review of licensure or certifications, such as Medicare or CLIA, and a review of any federal sanctions.

The Credentialing team looks forward to working with you.