



# Nebraska Total Care Credentialing and Recredentialing Overview

*Better Health Outcomes, Lower Costs.™*



# Credentialing



## Why is Credentialing Important?



1. Promote **patient safety** and **quality of care**



2. Enable Health Plans to maintain **National Committee for Quality Assurance (NCQA)** Accreditation status



3. Enable Health Plans to comply with **Federal and State-imposed mandates**



# Credentialing



## Four Core Processes....

Initial  
Credentialing

Recredentialing

Ongoing  
Monitoring

Delegation

Policies & Procedures

# Initial Credentialing

Initial  
Credentialing

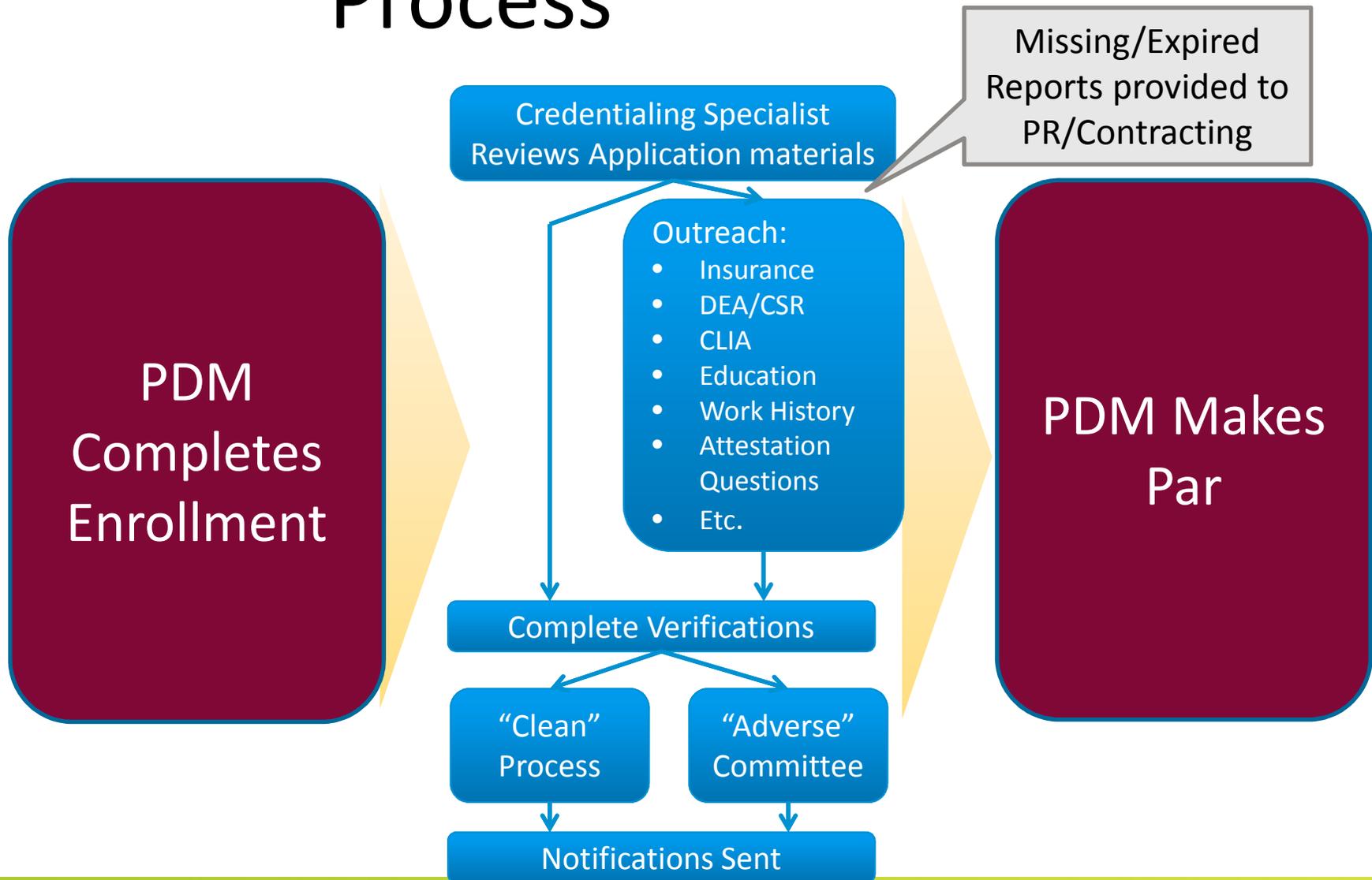
Recredentialing

Ongoing  
Monitoring

Delegation

Policies & Procedures

# Initial Credentialing - Process



# Credentialing



## Typical Credentialing Elements for a Practitioner

- Application
- Attestation
- Hospital Privileges
- Work History
- Licensure
- Board Certification
- Education
- Sanctions Checking
- Malpractice Settlements
- Liability Coverage
- DEA Certificate
- CLIA Certificate

The collage displays several key documents in the credentialing process:

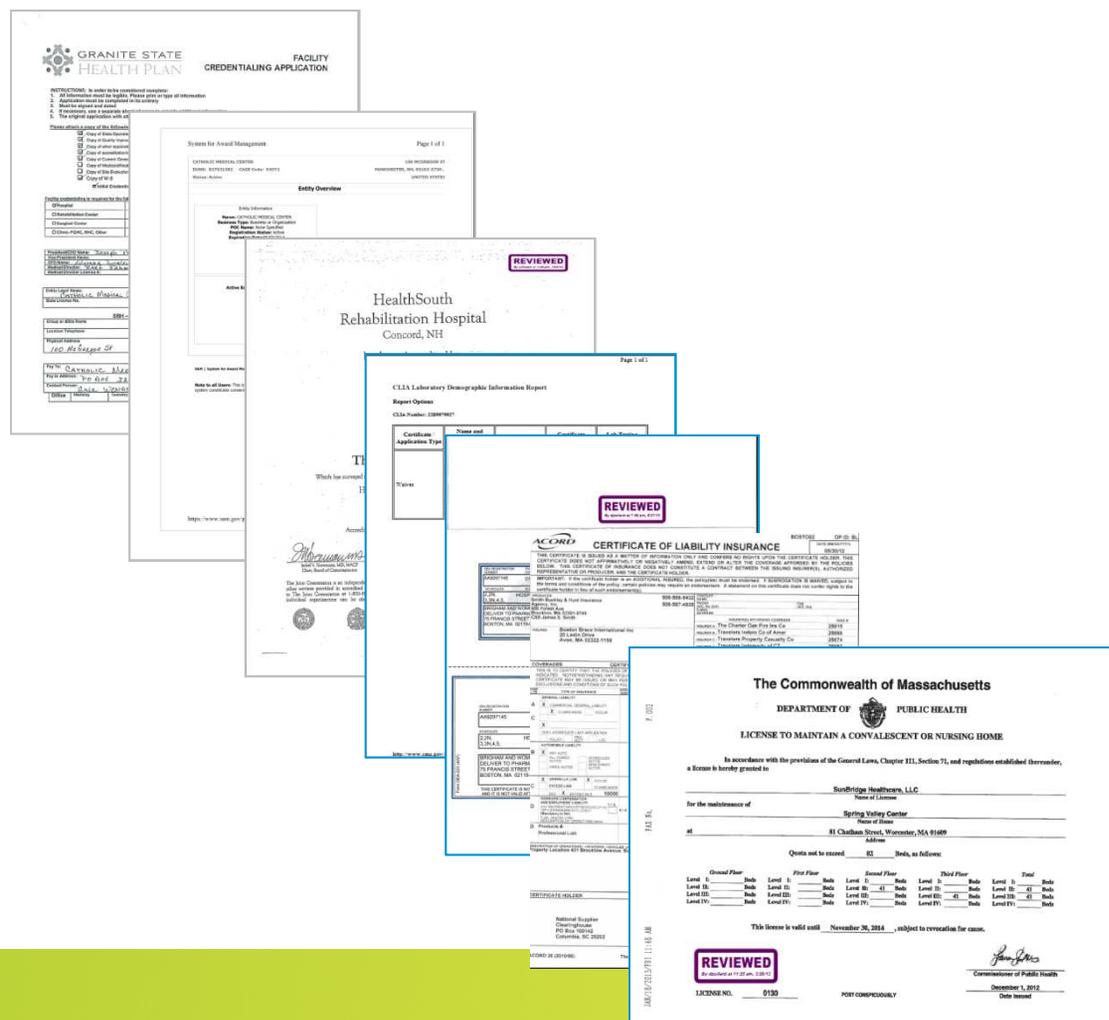
- Provider Application:** A form with sections for 'Personal Information', 'Professional Information', and 'License Information'.
- KSBHA Search:** A search results page from the Missouri Division of Professional Regulation.
- ABMS Board Certification Credentials Profile:** A detailed profile for a board-certified practitioner.
- EPLS:** A document from the EPLS (Employer/Provider License System).
- Missouri Department of Health and Senior Services:** A document from the state health department.
- Office of Inspector General:** A document from the Missouri Office of Inspector General.
- DataBank:** A document from the DataBank system.
- NPPE:** A document from the NPPE (National Provider Practice Evaluation) system.

# Credentialing



## Typical Credentialing Elements for an Organization

- Application
- Attestation
- Proof of Accreditation or CMS Audit
- Liability Coverage
- Sanctions Checking
- Licensure
- CLIA Certificate
- DEA/CSR Certificate



# Roles & Responsibilities: Initial Credentialing



Process Step	Cred	PDM	PLAN
Outreaches for Missing/Expired (M/E) <ul style="list-style-type: none"> <li>• Malpractice Insurance</li> <li>• DEA/CSR</li> <li>• CLIA</li> <li>• Education/Training</li> <li>• Work History</li> <li>• Discrepant Info on Application</li> </ul>	Conduct outreach activity  Generate and distribute M/E reports	Provide “defect-free” applications to Cred & trigger Cred in Portico	May intervene on M/E items  If receive M/E info, forward to Cred
Complete Verifications	Perform Verifications  Notify of administrative term of process	Administrative – apply sanction payclass	Administrative – ensure state notifications
Credentialing Committee	Facilitate committee proceedings  Communicate outcomes	Make Par, as appropriate	Ensure Committee membership  Ensure applicable state notifications
Approval/Denial Notifications	Generate notifications	Act on CRM requests	Investigate notification failures and correct via CRM

# Recredentialing

Initial  
Credentialing

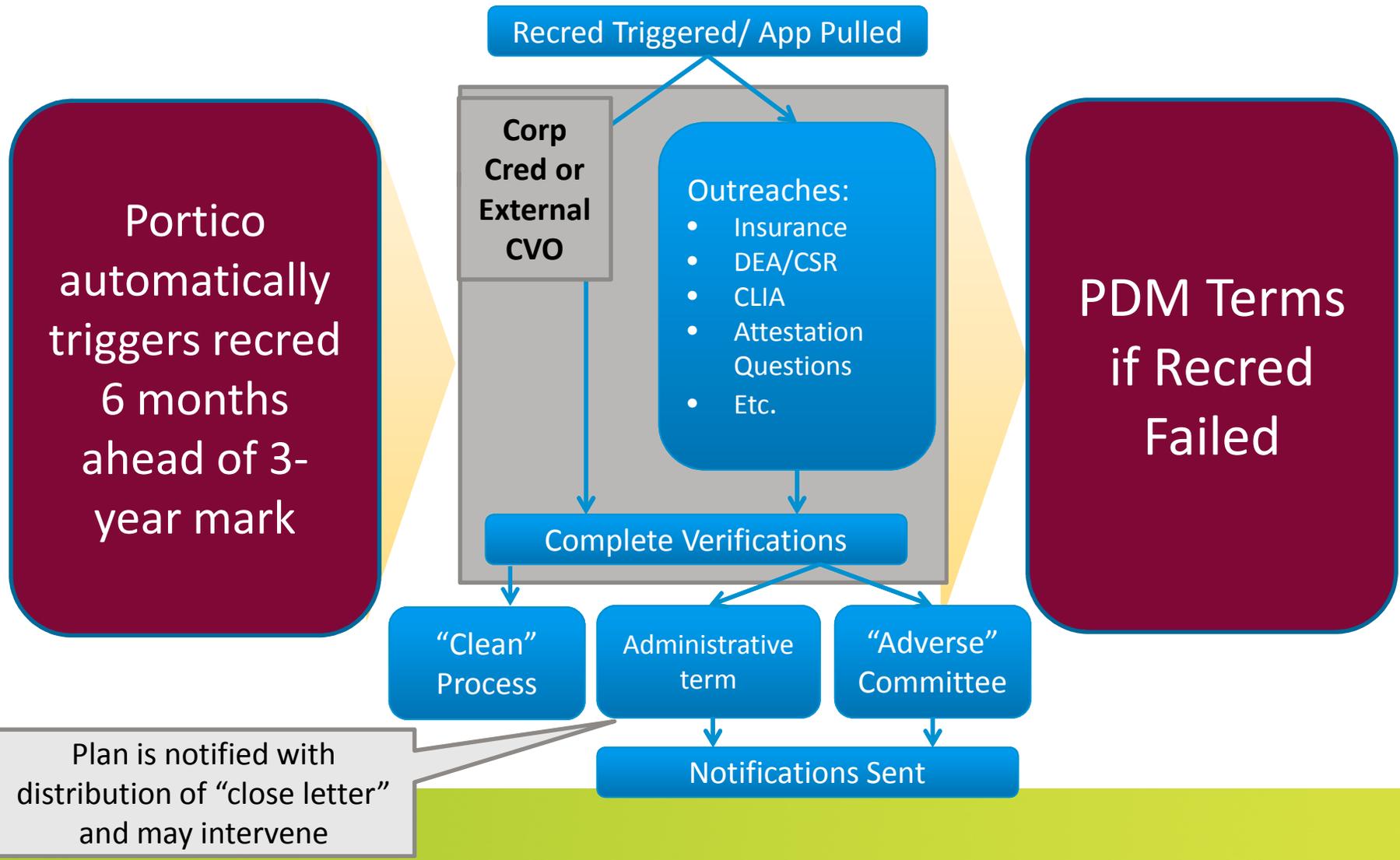
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# Recredentialing - Process

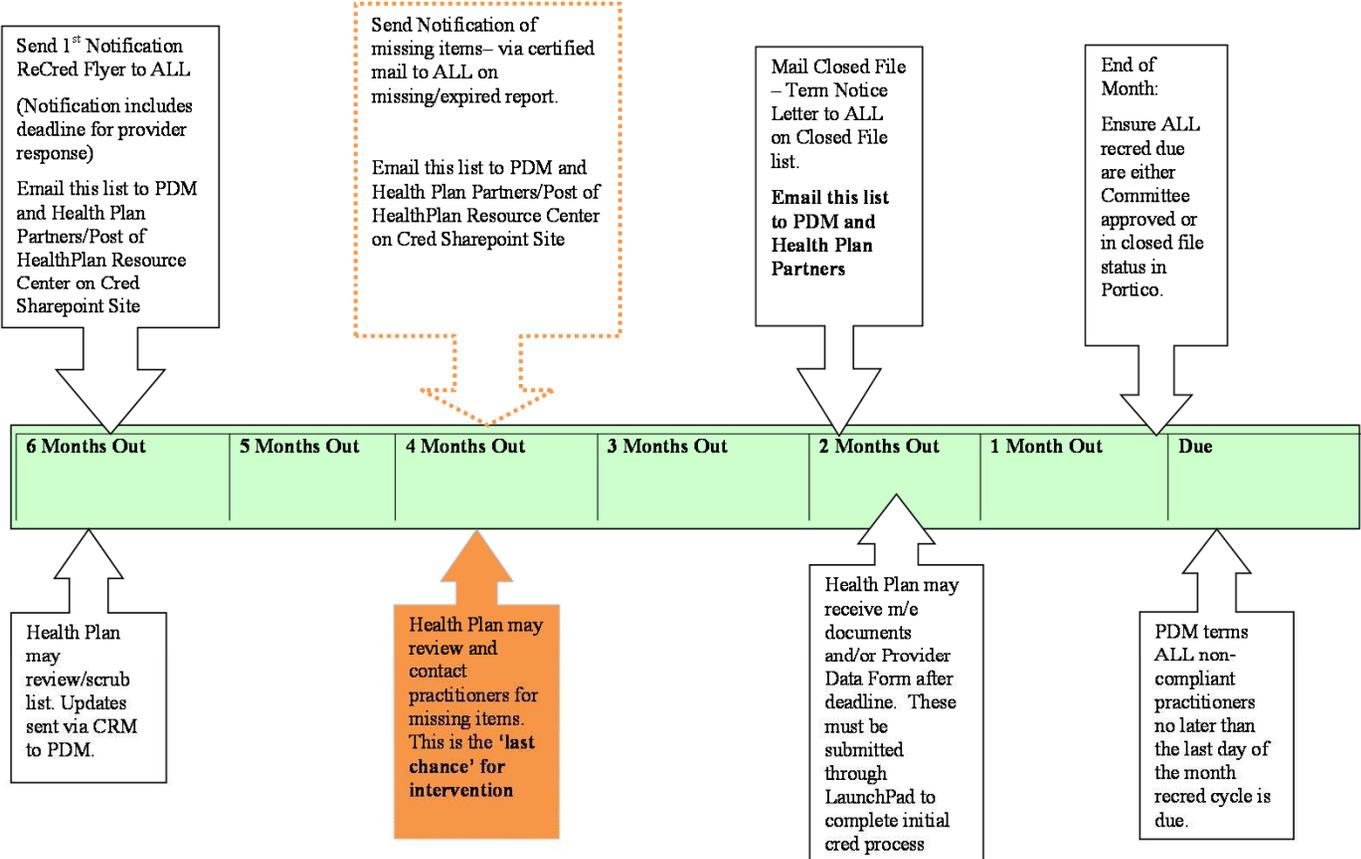


# Roles & Responsibilities: Recredentialing



Process Step	Cred		PDM	PLAN
	Centene	CVO		
Send Recred Notification	Distribute letters		Act on CRM requests	Investigate notification failures and correct via CRM
Outreaches for Missing/ Expired Information	Conduct outreach activity	Conduct outreach activity		If receive M/E info, forward to Cred
Complete Verifications	Perform Verifications Notification of administrative denials	Perform Verifications	Administrative denials – Term/ sanction payclass	Administrative denials – ensure state notifications
Final Notice of File Closure	Perform notification Communicate notifications to Plan			May intervene, as appropriate
Credentialing Committee	Facilitate committee Communicate outcomes		Term, as appropriate	Ensure Committee membership Ensure applicable state notifications

# Recredentialing Notification Timeline



- Weekly:**
- Review CAQH, Recred Email , Fax and Phone for Updates and missing documents.
  - Update Portico
  - Complete Credentialing Process through Committee Review.

## **Panel of Qualified Practitioners**

*Determination for Network Participation*

### ***Clean Files***

- If files clearly meet all requirements, considered “clean”
- May be approved by Plan Medical Director or qualified designate
- Clean files reviewed daily

### ***Adverse Files***

- If files do not meet requirements, considered “adverse”
- Must be presented to full Credentialing Committee
- Committee may approve, deny, or table for information
- Meetings are held monthly (or more frequent when needed)

# Ongoing Monitoring

Initial  
Credentialing

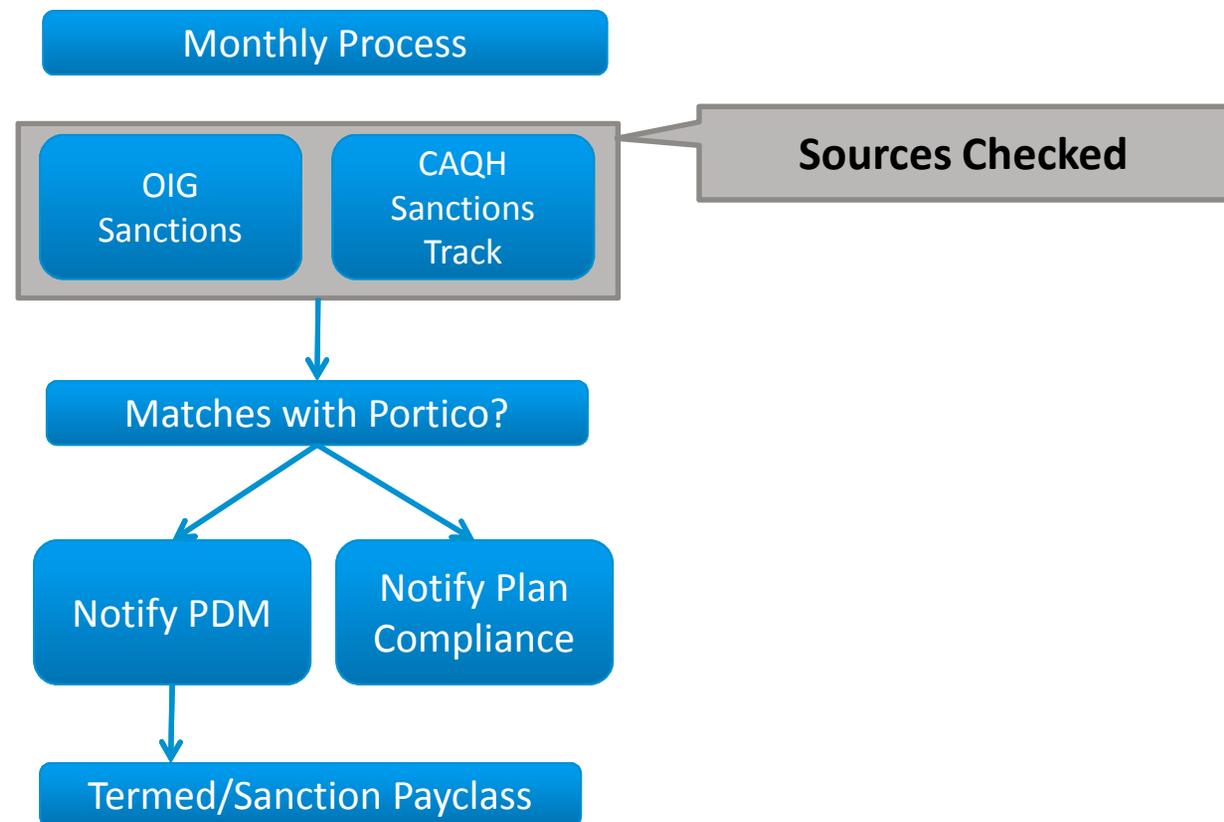
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# Ongoing Monitoring - Process



## Roles & Responsibilities: Ongoing Monitoring

Process Step	Cred	PDM	PLAN
Perform checks; Identify matches	Identify excluded/sanctioned Par providers  Communicate results to PDM, ATC, and Cred Committee	Term practitioner/apply sanction payclass	Ensure applicable state notifications
Term Notifications	Generate notifications		
Credentialing Committee	Include results in committee proceedings		Committee participation

# Delegation

Initial  
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# Delegation

## **What is delegation?**

Merriam-Webster Definition: The act of empowering to act for another.

NCQA: Occurs when the organization gives another entity the authority to carry out a function that it would otherwise perform.

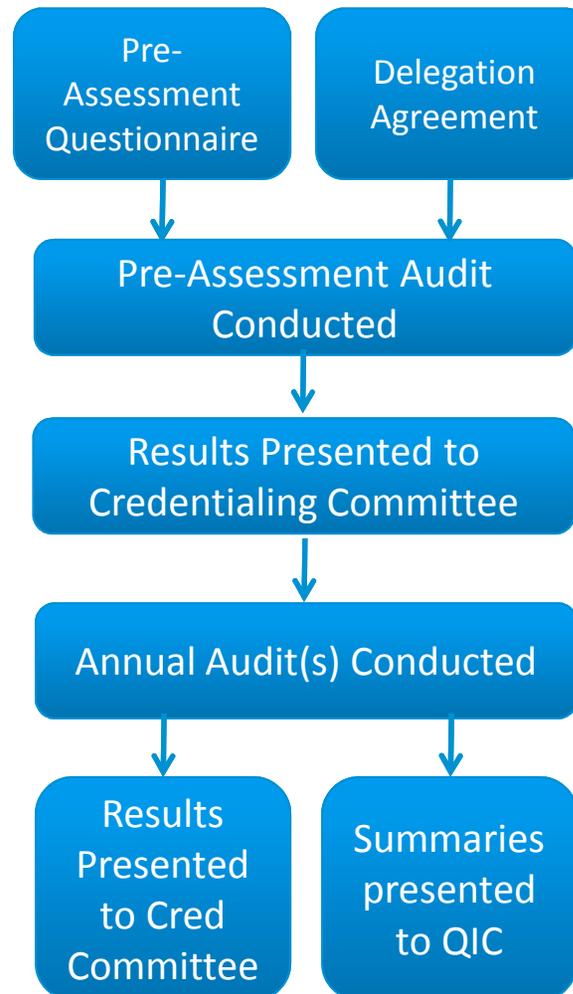
# Delegation - When

## Centene May “Delegate” Credentialing to Large Physician Organizations, Hospitals or Systems

- Intended for entities that credential own practitioners
- Centene retains overall accountability for compliance to requirements are met and takes the following actions:
  - Ensures Delegation agreement executed
  - Reviews entity’s credentialing P&Ps and audits files for compliance
  - Reviews documents for organizational credentialing
  - Collaborates with entity to address any findings and presents to Committee for participation decision
  - Conducts annual oversight audits

*Delegation can be a beneficial process for both Centene and the delegate*

# Delegation - Process



# Roles & Responsibilities: Delegation



Process Step	Cred	PDM	Plan/National Contract Team
Pre-assessment questionnaire/ delegation agreement	Provide templates to Plan contracting		Identify providers, as appropriate, to agree to delegated cred; provide templates; pre-assessment questionnaire; execution and maintenance of delegated agreement
Pre-Assessment	Schedule and conduct reviews		
Reporting/Roster Updates	Secure reporting to support compliance	Process rosters received by CRM	Secure reporting/rosters; submit via CRM
Annual Oversight	Schedule and conduct reviews		
Credentialing Committee Meeting	Delegation Oversight Report is presented to Committee Quarterly, report includes the results of pre-assessments and annual oversight reviews performed in the most recent 4 month period.		
Quality Improvement Committee Meeting	Present overview of delegation activity to QIC		

# Policies & Procedures

Initial  
Credentialing

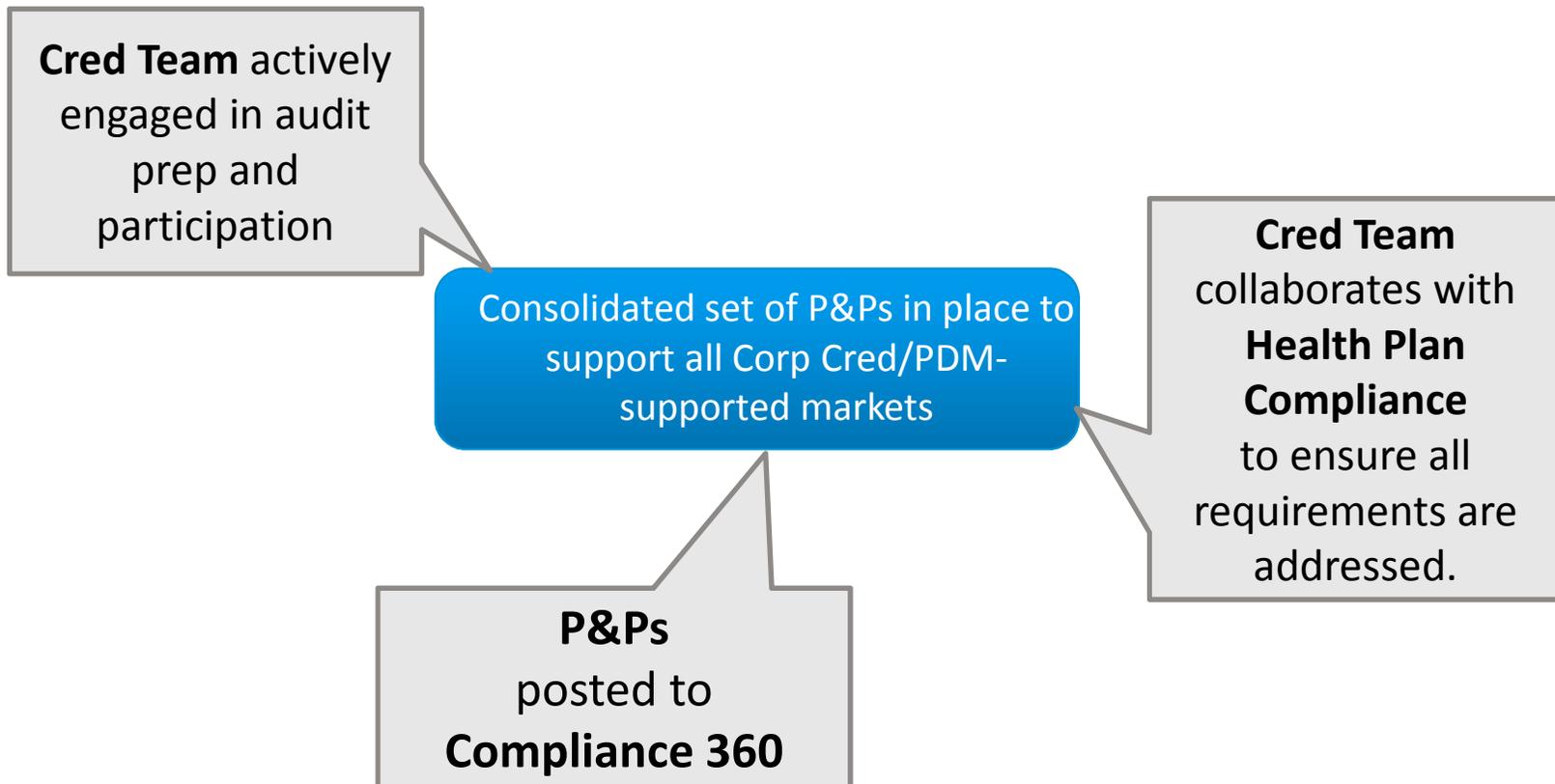
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# Policies & Procedures





## Credentialing Contact Information

Phone: 1-855-688-6589

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## Questions/Comments



*Thank You!*

