

# Chapter 5

## Credentialing

### Overview

This chapter describes the South Country Health Alliance (SCHA) Credentialing Program.

### Provider Credentialing

Credentialing is the process used to determine if a provider is qualified and competent to render acceptable care to SCHA members.

The SCHA Provider Network Management Department will determine the need for practitioners in the SCHA Network. All actions related to acceptance, denial, discipline and termination of participation status of an individual or hospital are governed by SCHA's credentialing policy. To access a copy of the most recent policy, visit the SCHA website at [www.mnscha.org](http://www.mnscha.org) under the Provider Resources tab or contact the Credentialing Department at 218-316-3180.

Providers should not see SCHA patients until their credentialing process has been completed.

SCHA will collect and verify all credentialing criteria in accordance with the National Committee for Quality Assurance (NCQA), Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Center for Medicare and Medicaid (CMS) and Minnesota Department of Health (DHS) standards. Applicants are expected to cooperate fully in providing all documents requested by SCHA.

### Who must be credentialed?

Any provider listed below who is interested in participation with SCHA must be credentialed:

#### **Doctoral Level Practitioner (Not Mental Health)**

Bachelor of Medicine and Bachelor of Surgery (MBBS, MBBCh)

Dentist (DDS-Medical)

Optometrist (OD)

Physician (MD, DO)

Podiatrist (DPM)

Resident – those practicing outside their residency program for greater than 90 days or who have not yet graduated (within months) but intend to affiliate with the clinic requesting credentialing upon graduation

Locum Tenen – practicing for greater than 90 days

### **Allied Health Practitioner**

Certified Nurse Midwife (CNM)  
Clinical Nurse Specialist (CNS)  
Nurse Practitioner (NP)  
Physician Assistant (PA)

### **Mental Health Practitioner**

Advanced Certified Alcohol & Drug Counselor (ACADC)  
Certified Addictions Registered Nurse - Advance Practice (CARN-AP)  
Certified Alcohol & Drug Counselor (CADC, CADC-R)  
Certified Alcohol & Drug Counselor II (CADC II, CADC III)  
Certified Nurse Specialist (CNS)  
Licensed Alcohol & Drug Counselor (LADC)  
Licensed Certified Social Worker (LCSW)  
Licensed Clinical Social Worker (LCSW)  
Licensed Independent Clinical Social Worker (LICSW)  
Licensed Independent Social Worker (LISW)  
Licensed Marriage and Family Therapist (LMFT)  
Licensed Mental Health Counselor (LMHC)  
Licensed Professional Clinical Counselor (LPCC)  
Licensed Professional Counselor (LPC)  
Licensed Psychologist (LP)  
Psychiatrist (MD, DO, MBBS, MBBCh)  
Psychologist (MA, PhD, PsyD)

### **For the following specialties, please submit credentialing applications to:**

Chiropractic (DC): Clinical Resource Group – 1700 W. Highway 36, Ste. 405, Roseville, MN. 55113 or call 866-281-1997

Dental (DDS): DentaQuest – 12121 N. Corporate Parkway, Mequon, WI. 53092 or call 800-341-8478

### **Credentialing Process**

South Country Health Alliance is now part of the Minnesota Credentialing Collaborative (MCC) which provides a centralized, web-based clearinghouse for information used in the credentialing process. The product is an online, easy-to-use way to prepare, save and send the credentialing and re-credentialing application that is accepted by participating Minnesota health plans and hospitals. Visit [www.mncred.org](http://www.mncred.org) for more information.

If you have not enrolled with the MCC to use the ApplySmart system, check with your clinic credentialing staff or go to [www.applysmart.net/mccprac](http://www.applysmart.net/mccprac). To register, click on “Individual Providers”. Once you have registered, you will receive an email with your User ID and instructions to log into the system and enter your credentialing information.

For more information on completing the application, click “Help and Tutorials” on the left navigation bar on the website after you are logged in.

If you are enrolled with the MCC, go to [www.applysmart.net/mcc](http://www.applysmart.net/mcc) to update your information and click on “Send Application” on the left navigation bar. Choose South Country Health Alliance as your preference and select your application type (e.g. initial, re-cred, etc.). Please also verify that you have electronically signed the application and attached all documents that are required for credentialing and re-credentialing with our organization.

For current information and the benefits of using MCC ApplySmart, visit [www.mncred.org/resources.html](http://www.mncred.org/resources.html). For important credentialing tips and additional provider resources please visit the SCHA website [www.mnscha.org](http://www.mnscha.org).

**As of January 1, 2012, SCHA will require that all new providers submit their credentialing material to the SCHA credentialing department using the MCC system. For providers currently enrolled with SCHA, credentialing material will be required to be submitted to MCC at the time of recredentialing.**

**If your organization does not use MCC at this time, please use the following credentialing process:**

- Print a copy, or complete an on-line version, of the Minnesota Initial Uniform Credentialing Application. These forms may be accessed on the SCHA website [www.mnscha.org](http://www.mnscha.org) by clicking on the Provider Resource tab and the Credentialing link in the navigation sidebar.
- Submit the completed application with required attachments to the SCHA Credentialing Department by email, mail or fax. Applications should be submitted 90 days prior to a provider’s start date at a clinic. **SCHA does not retroactively apply effective dates.**
- Applications are evaluated by credentialing staff to determine eligibility. If SCHA determines that the provider is eligible to participate, the verification process and review is completed in accordance with SCHA policy and may include a Medical Director and/or Legal Review. Applications which do not meet established criteria will be reviewed by the SCHA Credentialing Committee.

Members of the SCHA Credentialing Committee are appointed by the SCHA Medical Director on behalf of the SCHA Board of Directors. The SCHA Medical Director ensures multidisciplinary membership with representation of various practitioner types and specialties. The Credentialing Committee has monthly scheduled meetings.

### **Application Process**

Submit a completed Minnesota Uniform Credentialing/Recredentialing Application, including required attachments, in addition to:

- A release authorizing SCHA to evaluate the provider’s current license, relevant training and/or experience, health status, character, ethics, and any other criteria

adopted by SCHA for participation. Please note that the Authorization Release form must be specific to SCHA, and be signed and dated by the applicant within 30 days of submitting the application. Clinic staff and rubber stamped signatures will not be accepted.

- A completed Disclosure Question form with explanations for all affirmative answers. The Disclosure Question form must be signed and dated by the applicant within 30 days of submitting the application. Clinic staff and rubber stamped signatures will not be accepted.

The National Practitioner Data Bank will be queried as part of the application review process and a report may be submitted to appropriate state licensing boards and/or the Data Bank in the event that the application is denied for issues related to competence.

### **Recredentialing**

Recredentialing is the process whereby SCHA verifies the status of a participating provider. Recredentialing is performed every three years. Recredentialing is conditional upon the provider continuing to meet SCHA credentialing and quality performance standards, and may include but is not limited to:

- Member complaints
- Results of quality reviews
- Utilization management information
- Member satisfaction surveys, where applicable
- Medical record reviews, when available
- Results of office site visits, where applicable

### **Other Reviews**

SCHA may obtain information about licensure actions taken against its participating providers. If such licensure actions indicate a disciplinary action, SCHA shall enforce the necessary disciplinary or termination measures which are appropriate depending on the information obtained.

### **Actions**

The Credentialing Committee may accept, accept with restriction, or deny an applicant's request for participation.

The Credentialing Committee may request further information from an applicant, table an application pending outcome of an investigation, or take any other action it deems appropriate.

The SCHA Quality Assurance Committee has the final authority to act on determinations of the Credentialing Committee regarding individual participation.

### **Notification of Decision**

The applicant is sent an initial notification of the Credentialing Committee's determination via email or the US Postal Service no more than 60 days after the approval date.

The notification reports any restrictions that may have been placed on the provider's participation status. If the Credentialing Committee determines restriction, the provider is given the facts upon which the Credentialing Committee has based its decision.

If the Credentialing Committee makes a determination to deny participation, the applicant is advised and notified of the right to review the information upon which the determination was made and to submit corrections.

### **Appeals**

A provider may appeal the Credentialing Committee's decision to accept an application with restrictions or to deny an application due to concerns related to professional competency. The provider must request a hearing, in writing, within 30 days of notification.

The SCHA Quality Assurance Committee conducts a hearing for individual applicants and has the authority to uphold, reject or modify the decision of the Credentialing Committee.

### **Delegation**

SCHA may delegate certain credentialing and recredentialing functions to specific participating organizations ("Delegates"). The credentialing activities of Delegates shall comply with SCHA credentialing policies unless otherwise specified in the delegation agreement. SCHA shall retain full and final authority for all delegated credentialing activities and retains the ultimate right to accept or reject practitioners into the SCHA Network.

### **Site Surveys**

SCHA conducts an office site survey when a complaint is received from a member about the quality of the site.

The site survey includes, but is not limited to an assessment of the following:

Physical accessibility

Physical appearance

Adequacy of waiting room and exam space

Access and availability

Adequacy of medical record keeping (list is not all-inclusive):

- There is a medical record for every individual assessed
- All medical record pages contain the patient's ID
- All entries dated
- It is legible
- Allergies and their adverse reactions or no known allergies (NKA) to medications is prominently displayed
- There is a problems list
- There is a medications list
- There is an immunization record
- Advance directives on adult patients is prominently displayed

A copy of the SCHA Site Survey document and standards are available for review. Contact the SCHA Credentialing Department at 218-316-3180 with any questions regarding the site survey process.

**SCHA does NOT credential the following practitioners**

Acupuncturist (AP, ACT, CA, CAc)  
Advanced Practice Nurse Prescriber (APNP)  
Anesthesiologist (MD) – unless Pain Management  
Art Therapist (ATR)  
Audiologist (AUD)  
Certified Athletic Trainer (CAT)  
Certified Case Manager (CCM)  
Certified Clinical Supervisor (CCS)  
Certified Disability Management Specialist (CDMS)  
Certified Hand Therapist (CHT)  
Certified Laboratory Assistant (CLA)  
Certified Mammographic Technologist (CMT)  
Certified Medical Assistant (CMA)  
Certified Nuclear Medicine Technologist (CNMT)  
Certified Nurse Operating Room (CNOR)  
Certified Occupational Health Nurse (COHN)  
Certified Occupational Rehabilitative Therapist (CORT)  
Certified Operation Room Technician (CORT)  
Certified Radiologic Technologist (CRT)  
Certified Registered Nurse Anesthetist (CRNA)  
Certified Surgical Assistant (CSA)  
Dance Therapist (DT)  
Diagnostic Radiologist (MD)  
Emergency Room Physician (MD) – Hospital setting only  
Hearing Instrument Specialist (HIS)  
Hospitalist (MD)  
Licensed Dietitian (LD)  
Licensed Practical Nurse (LPN)  
Licensed Nutritionist (LN)  
Massage Therapist (MT)  
Music Therapist (MT)  
Occupational Therapist (OT)  
Occupational Therapy Assistant (OTA)  
Oncology Certified Nurse (OCN)  
Pathologist (MD)  
Pharmacist (BScPH, BSPH)  
Physical Therapists (PT)  
Physical Therapy Assistant (PTA)  
Radiologist (MD)  
Radiology Technician (RT)

Registered Diagnostic Medical Sonographer (RDMS)  
Registered Dietitians (RD)  
Registered Electrodiagnostic Technologist (RET)  
Registered Electroencephalographic Technologist (R EEG T)  
Registered Nurse (RN)  
Registered Physical Therapist (RPT)  
Registered Play Therapists (RPT)  
Registered Radiology Technician (RRT)  
Registered Respiratory Therapist (RRT)  
Speech Therapists/Speech Pathologist (ST, SP)  
Speech-Language Pathologist (SLP)