

Credentialing:

The Do's and Don'ts

Credentialing Executives

Dawn Inscoe

Senior Client Manager

Dawn is the Manager of our Credentialing Team, Client Managers, and the Patient Financial Services call center. She is also responsible for the Revenue Cycle process of multiple clients and serves as the intermediary between the RCM team and the physician offices. She is proficient in all aspects of a practice's medical billing needs including, but not limited to: physician credentialing, patient registration, correct coding, proper documentation, insurance claims processing and follow up, patient collections, payment posting, and general practice management.

Stephanie Gaston

Credentialing Executive

Stephanie manages several clients with a variety of credentialing needs. She has many years of experience working with single and multi-specialty practices, primary care, surgical groups and toxicology labs. She has worked in many different settings, starting in a clinical laboratory as well as a group of 25+ physicians. She also has experience in medical billing and collections. She has her BS in Healthcare Management as well as her MBA in Healthcare Management.

Brittany Morales

Credentialing Executive

Brittany specializes in credentialing for small clinics and new practice setups. She has helped credential and contract several providers all over the country. She also has expertise in Medicare and Medicaid enrollments for individuals and groups. She handles all document tracking as well as recredentialing notifications. She has her BS in Public Health.

What is Credentialing?

- Process completed by the insurance companies to become an in network provider.
- Requires verification of several documents
 - Medical License
 - Malpractice Insurance
 - DEA
 - Background checks
 - Schooling information



Who Do I Credential With?

- Check your competitors
- Check local hospitals
- Allows for more referrals



How Long Does it Take?

- Fresh out of school
- MD going to a new state
- Switching from delegated to direct credentialing





Credentialing: The Do's and Don'ts

THE DO's

Do #1: Start Early

- Average time frame is 3 – 6 months
 - Beginning of the year and August/September networks are often behind, causing longer processing times.
 - BCBS, Aetna and Medicare/Medicaid MCO often take longer

The Aetna logo consists of the word "aetna" in a lowercase, green, sans-serif font. A small registered trademark symbol (®) is located to the upper right of the letter "a".

Do #2: Maintain all documents

- Keep CAQH up to date
- Make sure DEA, License and Malpractice are all up to date
- Make sure your CV is current with all new practice information



What is CAQH?

The Council for Affordable Quality Healthcare

- A database of information that allows networks to easily access providers information in one central location

Welcome to the CAQH ProView application

CAQH Solutions | PROVIEW.

CAQH ProView™

Welcome to CAQH ProView™, formerly the Universal Provider Datasource®.

CAQH ProView is more than a credentialing database. Available at no cost to you, CAQH ProView eliminates duplicative paperwork with organizations that require your professional and practice information for claims administration, credentialing, directory services, and more.

Through an intuitive, profile-based design, you can easily enter and maintain your information for submission to your selected organizations. Help reduce inquiries for your administrative information and save even more time by keeping your CAQH ProView profile complete and up-to-date. Ensure that the healthcare organizations you authorize have instant access to accurate, timely information.

Sign in on the right to update your existing profile information or, if you are a new provider to CAQH ProView, register to create a profile.

[CAQH ProView Reference Material](#)

- Provider User Guide
- Provider Quick Reference Guide
- Video: Providers - Get Started with CAQH ProView
- Video: How to Log In for the First Time
- Video: I Forgot My Username/Password
- Video: How to Upload Documents in CAQH ProView
- Video: Required Field Changes Part 1
- Video: PLI Changes and Address Standardization
- Video: Specialties Section Changes and NPI Validation

SIGN IN

Username

[Forgot Username](#)

Password

[Forgot Password](#)

Remember me?

Sign In

FIRST TIME HERE?

1. Existing CAQH UPD users: Sign in with your old UPD username and password.
2. If you received a welcome email, use the link in your email to begin the sign in process.
3. If you were not registered with CAQH UPD and are new to CAQH ProView: [Register Now](#)

[Practice Manager Sign In](#)
[Participating Organization Sign In](#)

PROVIEW.

Tonya Smith

HOME | MANAGE USERS | MANAGE PRACTICE | MANAGE LIST | EXPORT

MANAGE PRACTICE

GENERAL INFORMATION | HOURS | COVERAGE & CONTACT | PRACTICE LIMITATIONS | ACCESSIBILITY | SERVICES

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PRACTICE LOCATIONS

General Information

Office Type *
 Primary Practice Administrative Other Practice Research

Start date *
1/1/2009

Physician Group/Practice Name *
Smith Internal Medicine - Main Campus

Street 1 *
123 Main Street

<https://proview.caqh.org/Login/Index?ReturnUrl=%2f>

Do #3: Know your State Regulations



- Each insurance carrier has different regulations
- Requirements vary by state as well

Example of Regulations Differences

- Nurse Practitioners and Supervising Physicians
- Hospital privileges and admitting arrangements



Do #4: Expect Additional Fees

- Expect networks to charge additional fees
 - Medicare
 - DMERC
 - Medicaid





Credentialing: The Do's and Don'ts

THE DON'TS

Don't #1: Assume that everything is OK

- Always follow up after submitting something
- Follow up frequently
- Mistakes happen by the insurance network



Follow up Examples

- Fax goes to the wrong location
- Documents are missing from the application
- Network misunderstands what you are requesting
- Mix up data such as physical and mailing addresses

Don't #2: Wait until the last minute

- To update documents
- To add providers to your plans
- To notify the insurance companies of changes, especially a new address

- Things take TIME!!!



Don't #3: Assume you are in network with certain products

- Always get a list of plans that are listed under each contract
- Some Medicare and Medicaid products for commercial payers are handled by a separate network
 - i.e. Cigna and Aetna



Don't #4 Don't forget to Revalidate

- Forgetting to revalidate or recredential can stop your payments.
- Medicare publishes on a website
- Happens every 2-3 years for commercial payers

MEDICARE REVALIDATION LIST

Medicare providers must revalidate their enrollment record information every three or five years. CMS sets every provider's revalidation due-date at the end of a month, and posts the upcoming six months online. A due date of "TBD" means that CMS has not set the date yet.

Find a Provider

Provider Name or National Provider Identifier (NPI):

Organization Name	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

NPI

Location

Any State



Medicare

<https://data.cms.gov/revalidation>

Bizmatics can HELP!

Credentialing Services

- Completion of all required application(s) to include EFT and ERA set up, if needed
- Complete management of CAQH profiles
- Complete management of network contracts, including re-negotiations
- Assistance in expansion of business by managing credentialing for new locations

Yearly Maintenance

- Tracking of the following documents expiration dates
 - Medical License
 - DEA/CDS **Varies by state
 - Hospital Board Certs and re-Certs
 - Continuing Education Units (CEUs)
 - Anything with an expiration date (i.e. CPR Certs, etc)
 - Insurance re-credentialing
- Updating of CAQH
- Advise on updating of NPI (group and Individual)

Questions?

