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
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
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

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

https://data.cms.gov/revalidation
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)