

Chapter 5

Credentialing and Organizational Assessment

Overview

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

Organizational Assessments

South Country maintains contracts with Organizational Providers, including but not limited to hospitals, home health care agencies, skilled nursing facilities, free standing ambulatory surgery centers, and inpatient, residential, and ambulatory/community behavioral health facilities. These facilities are credentialed in compliance with NCQA, MDH, DHS, and federal requirements prior to contracting with South Country, and then re-assessed at least every three years thereafter.

The Organizational Assessment and Re-assessment processes require determination that each Organizational Provider is:

- licensed to operate in the state;
- in compliance with applicable state and/or federal requirements;
- in good standing with state and federal regulatory bodies;
- reviewed and approved by an appropriate accrediting body, or meets the NCQA standards for Organizational Credentialing; and
- maintains professional and general liability coverage that meets contractually established limits.

Office Site-Visit Surveys

South Country conducts onsite quality assessments (surveys) if an Organizational Provider has no accreditation status in the state if CMS or the state has not conducted a site review of the provider, or if the CMS or state review is greater than three years old at the time of credentialing. Organizational Providers located in “rural” areas as defined by the U.S. Census Bureau are generally excluded from the onsite survey per NCQA standards; however, South Country reserves the right to conduct an onsite survey regardless of the provider’s location.

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

- Physical accessibility
- Physical appearance
- Adequacy of waiting room and exam space
- Appointment availability
- Adequacy of medical record keeping
- Patient complaint system
- Medication administration

Security and confidentiality
Quality management
Human resources

A copy of South Country's site survey tool and standards are available for review. Contact the South Country Credentialing Department at 218-316-3180 or 507-431-6571 with any questions regarding the site survey process.

Practitioner Credentialing

The process used to determine if a provider is qualified and competent to render acceptable care to South Country members.

The South Country Provider Network Management Department will determine the need for practitioners in the South Country Network. All actions related to acceptance, denial, discipline and termination of participation status of an individual are governed by South Country's credentialing policy. To access a copy of the most recent policy, contact the Credentialing Department at the phone numbers provided above.

Practitioners should not provide services to South Country members until their credentialing process has been completed. South Country has no obligation to reimburse claims submitted for practitioner's services prior to completion of their credentialing process.

South Country collects and processes all credentialing applications in accordance with the National Committee for Quality Assurance (NCQA), Center for Medicare and Medicaid (CMS), Minnesota Department of Health (MDH) and Department of Human Services (DHS) statutes and regulations. Applicants are expected to cooperate fully in providing all documents requested by South Country.

Per NCQA Credentialing Standards, 180 calendar days are allowed to collect credentialing information and conduct primary source verification prior to a credentialing decision. South Country shall notify the practitioner in writing of the credentialing decision within 60 calendar days.

Who must be credentialed?

Practitioners who have an independent relationship with South Country must be credentialed. An independent relationship exists when South Country selects and directs its members to see a specific practitioner or group of practitioners whom members can select as primary care practitioners. Types of practitioners include but are not limited to:

Doctoral Level Practitioner (Not Mental Health)

Bachelor of Medicine and Bachelor of Surgery (MBBS, MBBCh)
Chiropractor (DC)
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 Tenens

Allied Health Practitioner

Acupuncturist (LAc, MAc)

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 Dental Providers:

Dental (DDS)

Credentialing Application may be accessed on the Delta Dental website. Visit

www.deltadentalmn.org/providers for more information.

Credentialing and Recredentialing Application Process

Applications should be submitted to South Country at least 90 days prior to a practitioner's start date at a clinic or facility. **South Country does not retroactively apply effective dates.**

Submit a completed Minnesota Uniform Initial or Reappointment Application via the Minnesota Credentialing Collaborative (MCC) system, including the following required attachments:

- A release authorizing South Country to evaluate the practitioner's current license, relevant training and/or experience, health status, character, ethics, and any other criteria adopted by South Country for participation. Please note that the Authorization Release form must be specific to South Country, and be signed and dated by the practitioner 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 practitioner within 30 days of submitting the application. Clinic staff and rubber-stamped signatures will not be accepted.

South Country strongly encourages practitioners to complete credentialing applications using the MCC system. If this is not an option, applications may be submitted via email to: credentialing@mnscha.org. Hard copy submissions will not be accepted.

Recredentialing

Recredentialing is the process whereby South Country verifies the status of a participating practitioner. Recredentialing is performed every three years (36 months). Recredentialing is conditional upon the practitioner continuing to meet South Country credentialing and quality performance standards which 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

Initial and Recredentialing applications are evaluated by credentialing staff to determine eligibility to participate in South Country's network. The verification process and review is completed in accordance with South Country policies and may include a Medical Director and/or Legal Review. South Country's Medical Director will review and authorize practitioners' applications which meet South Country's established criteria. Practitioners' applications which do not meet established criteria will be reviewed by the South Country's Medical Director, Chief Medical Officer (CMO) and/or Credentialing Committee. South Country's Medical Director, CMO and/or Credentialing Committee will make the final determination regarding the acceptance of a practitioner whose application does not meet the established criteria for South Country's network.

Applicants may contact South Country's Credentialing Department at any time during the credentialing process to inquire on the status of their application. South Country will contact the practitioner if the practitioner's information obtained and upon which the determination is made varies from the information on the application. The practitioner

has the right to review information submitted to support their credentialing application and to correct any erroneous information. Corrective statements will be placed in the practitioner's credentialing file, but this does not require South Country to alter or delete any information contained in the file.

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 if the application is denied for issues related to competence.

For important credentialing information, tips, and forms please visit the credentialing page on the South Country website - https://mnscha.org/?page_id=293.

Credentialing Committee

Members of the South Country Credentialing Committee are appointed by South Country's CMO on behalf of the South Country Board of Directors. The CMO ensures multidisciplinary membership with representation of various practitioner types and specialties. The Credentialing Committee meets as necessary to review variation files.

Actions

The Medical Director, CMO, and/or Credentialing Committee may accept, accept with restriction, or deny a practitioner's request for participation. Likewise, they may request further information from a practitioner, table an application pending outcome of an investigation, or take any other action it deems appropriate.

The Medical Director, CMO, and Credentialing Committee have the final authority to act on determinations for credentialing of individual practitioners, providers and sites.

Notification of Decision

The practitioner will be notified of the Medical Director's, CMO's, and/or Credentialing Committee's determination via email or the US Postal Service no more than 60 days after the approval date.

The notification reports any applicable restrictions placed on the practitioner's participation status. If the Medical Director, CMO, or Credentialing Committee determines restriction, the practitioner is given the facts upon which the decision was based.

If the Medical Director, CMO, or Credentialing Committee decides to accept an application with restrictions or to deny participation, the practitioner is advised and notified of the right and process to appeal the decision.

Appeals

A practitioner may appeal the Medical Director, CMO, or Credentialing Committee's decision to accept an application with restrictions or to deny an application due to

concerns related to professional competency. The practitioner must request a hearing, in writing, within 30 days of notification.

An Appeals Committee conducts a hearing for individual practitioners and makes a recommendation to the Board of Directors to uphold, reject or modify the decision of the Credentialing Committee.

Delegation

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

Practitioner Office Quality Review Site Visits

South Country conducts office-site quality reviews when three or more member complaints are received in a twelve-month period about the quality of care provided by a specific practitioner or facility. However, South Country reserves the right to conduct an office-site quality review visit on any practitioner/provider site without meeting the complaint threshold if the complaint is determined to be severe enough to endanger members’ health and well-being. A summary of the site visit, including findings, will be given to the practitioner and affiliated facility.

If a practitioner or facility is deemed to have not met the established South Country quality of care thresholds, a Corrective Action Plan will be requested to address identified issues.

Other Reviews

South Country may obtain information about licensure and/or Office of Inspector General (OIG) actions taken against its participating practitioners. If such licensure actions indicate a disciplinary action or OIG exclusion, South Country shall enforce the necessary disciplinary or termination measures which are appropriate depending on the information obtained.

Practitioners that do not require Credentialing

Practitioners who practice exclusively within an inpatient setting and provide care for members being directed to a hospital and/or free-standing facility. Types of practitioners include but are not limited to:

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 Electro Diagnostic 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)