

NORTHCARE NETWORK

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| POLICY TITLE: Credentialing - Standard Application | CATEGORY: Provider Network Management | |
| EFFECTIVE DATE: 9/4/13 | BOARD APPROVAL DATE: 7/13/16 | |
| REVIEW DATE: 9/12/23 | REVISION(S) TO POLICY STATEMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | OTHER REVISION(S): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| RESPONSIBLE PARTY: Provider Network Specialist | CEO APPROVAL DATE: 10/12/23 Megan Rooney, CEO | |

APPLIES TO

NorthCare Network Personnel
Network Providers

POLICY

NorthCare Network requires a credentialing application from every provider that applies for participation in the provider network and that falls within the scope of the credentialing program. NorthCare Network utilizes standard applications for credentialing and recredentialing of individual practitioners and organizational providers.

PURPOSE

To conduct due diligence in the credentialing and recredentialing process utilizing a standard credentialing application that allows equal review and treatment for consideration of participation in the provider network.

DEFINITIONS

1. ***Credentialing – Individual Practitioners:*** (As defined by the American Society of Addiction Medicine and the American Managed Behavioral Healthcare Association) The process of reviewing, verifying, and evaluating a practitioner's credentials (i.e., professional education, clinical training, licensure, board and other certification, clinical experience, letters of reference, other professional qualifications, and disciplinary actions) to establish the presence of the specialized professional background required for membership, affiliation, or a position within a healthcare organization or system. The result of credentialing is that a practitioner is granted membership in a medical staff or provider panel.
2. ***Credentialing - Facilities and other organizational Providers:*** the process of reviewing, verifying and evaluating the applicant for information including but not limited to: state licensure information; a copy of the facility's liability insurance declaration; additional requirements per Michigan Medicaid Provider rules; a signed and dated attestation of authorized representative for the facility attesting the information is accurate and complete; a signed and dated statement by an authorized representative of NorthCare Network that information in the application will be verified and a current copy of accreditation status.
3. ***Organizational Providers (Facilities)*** – are providers with whom NorthCare Network contracts and that directly employ and/or contract with individual

practitioners or organizations to provide behavioral health care services. Examples of organizational providers include but are not limited to: Member Community Mental Health Services Programs, psychiatric hospitals, substance use treatment programs and residential providers.

REFERENCES

- MDHHS/PIHP Contract
<https://www.michigan.gov/mdhhs/doing-business/contractor>
- MDHHS Policies and Practice Guidelines - Provider Credentialing
<https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/practiceguidelines>
- NorthCare PIHP/CMHSP Delegation Agreement
- NorthCare Network Policies/Plan(s):
 - Background and Exclusion Check Policy
 - Credentialing – Committee and Staff Responsibilities
 - Credentialing – Oversight & Monitoring Policy
 - Credentialing – Privileging Policy
 - Credentialing – Program Policy
 - NorthCare Network Organizational Framework Document
 - NorthCare Provider Selection Policy

HISTORY

REVISION DATE: 7/31/13, 9/3/13, 9/18/13, 5/17/16, 3/16/17, 2/4/20, 12/28/20, 1/11/22, 9/12/23

REVIEW DATE: 6/19/13, 7/31/13, 9/18/13, 6/14/14, 5/29/15, 5/17/16, 3/16/17, 1/24/18, 11/26/18, 2/4/20, 12/28/20, 1/11/22, 11/2/22, 9/12/23

CEO APPROVAL DATE: 6/19/13, 7/31/13, 9/3/13, 9/18/13, 6/14/14, 6/2/15, 5/31/16, 4/4/17, 2/12/18, 12/4/18, 2/26/20, 1/5/21, 2/1/22, 12/6/22, 10/12/23

BOARD APPROVAL DATE: 6/25/13, 8/7/13, 9/4/13, 7/13/16

PROCEDURES

A. Individual Practitioner Credentialing Application

1. At the time of initial and recredentialing individual providers complete the standard NorthCare Network Credentialing Application that contains the following items:
 - a. History of education and professional training, including board certification status
 - b. State licensure information, including current license(s) and history of licensure in all jurisdictions.
 - c. Evidence of current Drug Enforcement Agency (DEA) certificate or state controlled dangerous substance certificate, if applicable
 - d. Proof of liability insurance (e.g., declaration page)
 - e. Professional liability claims history
 - f. History of sanctions
 - g. History of loss or limitation of privileges or disciplinary activity
 - h. Hospital affiliations or privileges, if applicable
 - i. Disclosure of any physical, mental or substance abuse problems that could, without reasonable accommodation, impede the provider's ability

to provide care according to accepted standards of professional performance or pose a threat to the health or safety of service recipients.

- j. Lack of present illegal drug use.
- k. An acknowledgement of the ongoing responsibility to notify the employer in a timely manner of any adverse change in licensure or certification status. As soon as the employee is aware or should have been aware of the change, the employer must be notified.
- l. An evaluation of the provider's work history for the prior five years
- m. A signed and dated statement attesting that the information submitted with the application is complete and accurate to the practitioner's knowledge.
- n. A signed and dated statement authorizing the organization to collect any information necessary to verify the information in the credentialing application.
- o. A list of all current Clinical Privileges held by the applicant will be included with the application.

B. Organizational Providers Credentialing Applications

1. At the time of initial credentialing and recredentialing, organizational providers complete the standard NorthCare Network Credentialing Application for Organizational Providers that contains at a minimum:
 - a. State licensure information
 - b. A copy of the facility's liability insurance declaration
 - c. Additional requirements per Michigan Medicaid Provider rules
 - d. A signed and dated attestation of authorized representative for the facility attesting the information is accurate and complete.
 - e. A signed and dated statement by an authorized representative of NorthCare Network that information in the application will be verified and a current copy of accreditation status will be obtained.
2. Recredentialing: NorthCare Network personnel verify updated applications, review the annual performance report and submit their recommendation to the NorthCare Network Credentialing Committee for final approval to maintain participation in the network.

C. Sub Contractors Credentialing

NorthCare may delegate the oversight and monitoring of the credentialing and recredentialing program of Sub-contractors to the NorthCare direct contractor as specified in applicable agreement(s). NorthCare Network remains the accountable party for delegated functions, regardless of the functions it has delegated to its provider network.

D. Policy

Delegation requires adoption of common policies and procedures that comply with NorthCare Network Credentialing Program Policies/Procedures, MDHHS Credentialing Process and Accreditation standards to ensure proper credentialing of all organizational and individual providers.