



**Credentialing Procedure Agreement:
Brazos Valley Community Action Agency, Inc. &
United Solutions, MSO**

CREDENTIALING OF PROVIDERS

1. Hiring Manager notifies United Solutions, MSO (USMSO) to initiate credentialing investigation of the given applicant and provides USMSO with the applicant's contact information.
2. USMSO contacts applicant and manages and completes the credentialing/re-credentialing process per agreed upon "Checklist" (attached).
3. USMSO to complete their credentialing/re-credentialing process per agreed upon "Checklist" (see attached)
4. USMSO notifies HealthPOiNT when credentialing process is complete; Action on Request for Privileges Form ("Action Form") is initiated and the first section is completed and signed by the USMSO representative
5. Once credentialing process complete:
 - a. If Professional Review Committee (PRC) meeting occurs before BVCAA Board meeting where provider is to be presented:
 - i. USMSO to deliver completed credential packet to Medical Director. Credential packet should include:
 - Checklist above with notation of any outstanding items
 - Completed Credentialing table
 - Privileging form
 - Signature pages
 - Provider's Binder for PRC Meeting
 - ii. PRC will review the packet, make recommendations for privileging and credentialing, and sign where indicated.
 - iii. Medical Director will return binder to USMSO and forward packet to CEO of Health Services.
 - iv. CEO of Health Services will sign where indicated and take packet to Governing Board for discussion and signature of Board President.
 - v. Following the Board President signature of approval, packet to be kept by BVCAA Director of Corporate Operations until picked up by USMSO.
 - vi. HR will notify the hiring manager of board approval
 - b. If PRC meeting not scheduled before BVCAA Board meeting where provider is to be presented (steps (i) through (iv) to be completed before BVCAA Board meeting):
 - i. USMSO to review credential packet, including binder, with Medical Director
 - ii. USMSO to schedule individual PRC member meetings to review credential packet, including binder.
 - USMSO to keep minutes of interactions with date and time of meeting and signature line for PRC members to sign at a later time.

- iii. USMSO to meet with Medical Director for review of minutes from (ii) and final PRC signature.
- iv. Depending on timing before BVCAA Board meeting, either Medical Director *or* USMSO may deliver packet, without binder, to CEO of Health Services.
- v. CEO of Health Services will sign and take packet to Governing Board meeting for discussion and signature of Board President.
- vi. Following the Board President signature of approval, packet to be kept by BVCAA Director of Corporate Operations until picked up by USMSO.

CREDENTIALING OF CLINICAL STAFF (RN, LVN, CMA, CNA, etc.)

1. Hiring Manager notifies United Solutions, MSO (USMSO) to initiate credentialing investigation of the given applicant and provides USMSO with the applicant's contact information.
2. USMSO contacts applicant and manages and completes the credentialing/re-credentialing process per agreed upon "Checklist" (attached).
3. Once credentialing process complete, USMSO reviews credential packet, including supporting documentation, with HealthPOiNT Medical Director.
4. Depending on timing before BVCAA Board meeting, either Medical Director *or* USMSO may deliver packet to CEO of Health Services.
5. CEO of Health Services signs and takes packet to Governing Board meeting for discussion
6. Governing Board President gives signature of approval.
7. Following the Governing Board President signature of approval, packet to be kept by BVCAA Director of Corporate Operations until picked up by USMSO.

CHECKLIST: USMSO ACTIVITIES

1. Maintain tracking log
 - a. CPR Certification of all clinical personnel
 - i. Notify Medical Director and CPI Officer when personnel are within 60 days of expiration (or when past expiration)
 - b. Licensure/Certification of all clinical personnel requiring credentialing
 - i. Notify Provider and Clinic Manager regarding provider licensure/certification 30 days before expiration (or when past expiration)
 - ii. Notify Clinic Manager (by site) regarding clinical staff licensure/certification 30 days before expiration (or when past expiration)
 - c. Re-credentialing
 - i. Notify Medical Director 60 days in advance of provider(s) needing to be re-credentialed so that PRC can address at quarterly meeting. (Note: For re-credentialing of providers, begin at Step 2 on the “Credentialing of Providers” process.)
 - ii. Notify Clinic Manager 30 days in advance of clinical staff members needing to be re-credentialed in order to make meeting arrangements to review and sign appropriate forms. (Note: For re-credentialing of clinical staff, begin at Step 2 on the “Credentialing of Clinic Staff” process.)
2. Write monthly Board report
 - a. List of all providers and clinical staff (by type) who are submitted for Board approval
 - b. Send this list to CPI Coordinator for submission to Compliance and Performance Improvement Committee (CPIC)
3. Participate in annual audit
 - a. USMSO to submit portion of records for audit by designated BVCAA staff to ensure compliance with regulatory agency(s) regarding credentialing of medical and clinical staff.
 - b. Audit results will be reported to USMSO, BVCAA CPIC and BVCAA Admin Team.