
SUBJECT/TITLE: Credentialing Process
APPLICABILITY: HealthPOiNT Licensed and Certified Staff under Federal Tort Claims Act (FTCA)
PURPOSE: To comply with mandates of the Federal Tort Claims Act (FTCA) and other requirements/guidelines of the Health Resources and Services Administration (HRSA) Bureau of Primary Health Care (BPHC) to improve quality of care and patient outcomes.

DEFINITIONS:

TDI Texas Department of Insurance
CPIC Compliance Performance Improvement Committee
CVO Credentials verification organization

PROCEDURE:

Introduction/Necessary Forms:

- All new employees or contract professionals who are either licensed or certified must be credentialed at the time of employment or initial contract with HealthPOiNT.
- Credentialing is primarily performed by a CVO, currently United Solutions, MSO (USMSO).
- Re-credentialing is also performed by the CVO. Expiration dates of credentialing are monitored by the CVO via monthly queries. Re-credentialing is completed every two years for all licensed or certified employees or contract professionals.
- Licensed and certified providers and staff must also apply for privileges, or scope of services. It is this specific list of activities or competencies that constitute the staff assignment and in the case of licensed and certified staff, determines the privileges that are recommended and granted by the Governing Board. This process will clarify who is authorized to perform what tasks and services, and assures to the extent possible that persons are practicing within the scope of their licensure or certification, training and experience. The privileging process is completed by HealthPOiNT.
- Application Forms
 - For Physicians: The application for physicians is the Texas Standardized Credentialing Application (from TDI).

Original Policy Date: 09/20/2006

Revised: 04/12/2013

Approved: 04/25/2013

- For other applicable staff: Licensed and certified (non-physicians) and unlicensed and non-certified employees must complete the HealthPOiNT employment application.
- Credentialing Report
 - A summary of the findings of the credentialing investigation conducted by USMSO. Such findings will be the basis of the positive or adverse recommendations that are to be made by the Professional Review Committee.
- Action on Request for Privileges Form (“Action Form”)
 - This form is used to document the progress of the application and credentialing through the various stages of review and recommendations: CVO, HealthPOiNT Professional Review Committee, HealthPOiNT CEO of Health Services, and HealthPOiNT Governing Board.
- CVO will perform queries of appropriate databases (for example, National Practitioner Data Bank) for all providers and other licensed and certified staff at initial time of credentialing and again every two years when re-credentialing occurs.
- HealthPOiNT will also perform queries of appropriate databases for all providers and other licensed and certified staff at the initial time of credentialing and again every two years when re-credentialing occurs.

Credentialing Process

1. Hiring Manager informs applicant that a credentialing process will be initiated as part of the selection and hiring process.
2. Hiring Manager advises the applicant that the primary reason for the credentialing process is to assure that the Center and the licensed or certified staff qualify for the FTCA liability coverage and for compliance with payors.
3. Hiring Manager informs the applicant that the application for employment and privileges is not complete until all requested information has been received. This includes information requested from persons other than the applicant, such as peer references. The burden or responsibility for obtaining those documents lies with the applicant, not HealthPOiNT, although HealthPOiNT may assist to the extent that is reasonable, such as providing addresses and information on where and how to secure documentation. Hiring Manager also informs applicant that failure to provide full disclosure and/or truthful information on the application is grounds for denial of an application for privileges.
4. Hiring Manager then notifies the CVO of the need to initiate credentialing investigation of the given applicant and provides CVO with applicant’s contact information.
5. CVO contacts applicant and manages and completes the credentialing/re-credentialing process per agreed upon “Checklist” (attached).
6. CVO 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.

7. The Credentialing Report, the Action Form, and all applicant files are referred to the Professional Review Committee for review and recommendation.
 - a. The Professional Review Committee is responsible for making one of the following credentialing recommendations to the Professional Review Committee:
 - (1) To grant or renew status/privileges without changes.
 - (2) To change (expand or decrease) status/privileges.
 - (3) To deny or terminate status/privileges.
 - b. If the Professional Review Committee anticipates making an adverse recommendation:
 - i. the applicant must be notified in writing of the proposed adverse recommendation and the stated reasons, and be given an opportunity to provide additional information; and
 - ii. there must be stated reason(s) for the adverse recommendation. The reasons must be based upon documentation of concern for quality of services and performance, and must be consistent with the laws and bylaws concerning discrimination, employment, and due process, as appropriate.
 - c. The Professional Review Committee Chairperson signs the Action Form.
 - d. Transmit the Action Form to the Senior Administrator of Health Services, who:
 - i. reviews the recommendations of the Committee to determine that they are appropriate to the findings; and
 - ii. is responsible for making the final recommendation to the Governing Board by signing the Action Form.
 - e. Transmit the Action Form to the HealthPOiNT Governing Board (“the Board”)
 - i. The Board is responsible for the final action to accept, modify, or deny the privileges recommended. The Board must be confident that the credentialing process has sufficiently investigated the qualifications and competence of each individual, and, if accepting the recommended privileges, that the CPI Committee has determined that the individual is deemed qualified and competent to perform the privileges recommended.
 - ii. The Action Form is signed by the President or the Secretary of the Board on behalf of the Board according to the Governing Board Bylaws or other provisions.
8. Applicant is notified of final Board decision.

Reporting Adverse Information

Final adverse action taken against a licensed independent practitioner (e.g. physician, dentist, nurse practitioner, pharmacist, etc) or other licensed practitioner (e.g. RN, LVN, LPC, etc) that concerns professional competence or conduct, which is based on formal peer review and which is in effect for 30 days or longer must be reported to the National

Practitioner Data Bank (NPDB) and the appropriate licensing board within 30 days of the final action.

If a licensed independent practitioner or other licensed practitioner resigns or withdraws the application while an investigation questioning competence is underway, the action also must be reported to the Texas licensing boards and to the NPDB. Reporting to the NPDB on actions against Registered Nurses and other categories is voluntary. Guidelines on reporting to NPDB can be viewed online at www.npdb-hipdb.com.

Appeal

Most applicants for employment or contract and granting of privileges do not qualify for the right to appeal an adverse action on the privileges requested. Those who may have that right are identified in the HealthPOiNT Professional Staff Bylaws.

RELATED POLICY:

Credentialing Process

REFERENCES:

See also

REQUIRED BY:

Federal Tort Claims Act (FTCA)

ATTACHMENTS/ENCLOSURES:

BVCAA- BVCHC Checklist
Credentialing Application Packet
Action for Request of Privileges Form
TDI Application Form
Credentialing Procedure Agreement with CVO (USMSO)