



PHOENIX COUNSELING CENTER POLICY AND PROCEDURE

<p>Title: Credentialing of Licensed Staff</p> <p>Responsible Department: Human Resources and Credentialing</p> <p>Last Revision: 02/2018, 10/30/2019</p> <p>Board Reviews: 09/26/2018, 04/17/2019, 02/19/2020, 8/19/20, 01/20/2021</p>	<p>Policy Number: I-B-005</p> <p>Effective Date: 02/21/2018</p> <p>Board Chair: <small>DocuSigned by:</small> <u>Heidi Chenail</u> Date: <u>1/24/2021</u></p> <p>CEO: <small>DocuSigned by:</small> <u>Kevin Oliver</u> Date: <u>1/24/2021</u></p>
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POLICY:

Phoenix Counseling Center (PCC) shall ensure that staff are able to fulfill all requirements of their job requirements by a uniform credentialing process that uses a collaborative effort between the staff and Phoenix Credentialing Department.

PROCEDURE:

A. Pre-employment

1. When an offer of employment is made to an individual that has the designation of full/associate/provisional licensure, they shall be asked to sign a pre-employment credential screening/attestation form. This form shall allow PCC's Credentialing staff to verify good standing and/or enrollment into all systems that PCC is required to enroll/credential their staff into so that appropriate billing may occur for any billable services that this staff may provide while in the employ of PCC.
2. PCC shall never use individual information obtained in the Credentialing Packet for anything other than credentialing and billing purposes. This information is separate and excludes any other personal information that is kept for employment information by the Human Resources (HR) department of PCC for the purposes of employment and/or payroll.
3. PCC credentialing staff shall contact new hires immediately after receiving information from HR to verify the following prior to employment when possible:
 - a. Verify that the individual has a National Provider Identifier (NPI) on file with the NPI registry.
 - i. If individual does not have a current NPI, credentialing staff shall begin the NPI request process through National Provider and Plan Enumeration System (NPPES) within 5 days of the acceptance of employment. This information shall belong to the individual being hired and shall be expected to work with and send their NPI Letter to PCC's Credentialing department upon receipt from NPPES within 5 days of receipt of new NPI from NPPES. Taxonomy/Specialty information/numbers shall be based upon the type of licensure that the staff currently holds.
 - ii. If individual is already registered with NPPES, they shall be expected to submit an NPI letter to PCC Credentialing department within 5 days of acceptance of employment.
 - b. Verify and or Enroll individual in Council for Affordable Quality Healthcare (CAQH).
 - i. If individual is already enrolled in CAQH, they shall need to supply PCC with their CAQH number (this is NOT a personal login and/or Password). The individual shall also need to login and enter PCC as a credentialing contact. This shall enable credentialing staff to access the individual in the CAQH system

- and enter any appropriate credentialing information on behalf of the individual. PCC MUST have certain information in CAQH in order to enroll staff into payer systems. Individuals shall be responsible to work with PCC Credentialing staff in order to ensure that all required information is uploaded and correct in CAQH within 5 days of employment.
- ii. If the individual is NOT already enrolled in CAQH, PCC Credentialing Department shall initiate this enrollment process for the individual with their signed permission to do so within 5 days of employment acceptance. The credentialing staff shall utilize information from the HR Department and individual to ensure they have all necessary information to enroll the individual into CAQH.
 - iii. PCC shall be entered as the primary credentialing contact for the individual. This shall allow local credentialing staff for the employer to access and provide maintenance for the individual's credentialing profile. Any changes made to the CAQH register shall always be sent to the individual so that they are fully aware of any changes being made to their Credentialing information on their behalf.
 - iv. Employees that maintain their own log in MUST keep CAQH data up-to-date. Limited access shall be monitored by credentialing staff for completion.
 - v. Once the enrollment has been submitted, an email from CAQH shall be sent directly to the licensed individual that contains their Login and Password information. This information belongs to the licensed/enrolled individual. Credentialing staff shall access this information through the Practice Manager application of CAQH for update/maintenance of credentialing information for the individual.
- c. Enrollment with Payers/Insurance Companies
- i. Phoenix Credentialing staff shall initiate Licensed Independent Practitioner (LIP) enrollment of the individual with any payers that PCC has current contracts with such as Partners Managed Care Organization (MCO), Vaya MCO, BCBS, etc.
 - ii. Upon enrollment request with the MCOs in North Carolina (NC), the MCO shall request to view information in CAQH for the individual that the enrollment is being requested on. The credentialing staff shall be required to go in and authorize the MCO to view their information.
 - iii. All licensed/provisionally-licensed staff are required to be enrolled into NC Tracks (North Carolina's Medicaid Enrollment System).
 - a. Individuals already enrolled
 - i. PCC shall request to have Office Administrator access to ensure that all information is correct in the NC Tracks system. This allows for any updates to information necessary to ensure positive claims approvals with the MCOs. If an individual denies this request, they are fully responsible for all changes that have to be made. All information shall be confidential and shall not be shared outside of the credentialing department
 - b. Individuals not already enrolled when hired
 - i. PCC Credentialing Department shall initiate this enrollment process on behalf of the individual staff member. They shall request an NCID on behalf of the individual utilizing the staff's information supplied in the Credentialing packet they received at hire. The credentialing staff shall receive an email with their information and should set up their personal security preferences. They should identify PCC as the Office Administrator for their account while they are under the employ of PCC.

B. Currently Employed Staff

1. Staff Never Enrolled and/or has received a New Licensure or Designation

- a. Staff already licensed, but hired prior to the implementation of this policy
 - i. Staff already in the employ of PCC that have licensure either Full/Associate/Provisional status who have never went through the credentialing process with PCC shall be required to complete the full credentialing packet within 10 days of request from the credentialing department.
 - ii. It is the staff person's responsibility to notify their supervisor, HR, and PCC Credentialing staff if their designation changes, expires, and/or lapses.

- iii. Failure to follow the credentialing requirements may result in a disciplinary action from minimal actions up to dismissal. It is the expectation of PCC staff with licensure to be able to provide billable services when necessary and as outlined by their supervisor.
- iv. If it is not currently in the Job Description, it is the responsibility of the supervisor to update this Job Description to ensure that staff is aware of the additional responsibilities.
- v. Staff shall review and sign the new Job Description and a decision to decline these new duties may result in termination.

2. Staff currently enrolled on the effective date of this policy

- a. Staff shall be expected to complete any credentialing requirements as outlined in this policy if they have never completed it in the past, or updates or changes are needed.
- b. Staff are responsible to ensure that their licensure is kept up to date. Renewal may be requested up to 60 days prior to expiration date based upon the type of licensure. Failure to keep their license updated efficiently shall be tied to a performance issue and could lead to disciplinary actions.
- c. Staff are expected to work with PCC Credentialing staff to ensure that they stay in good standing with the company and any payers that require credentialing. Failure to do so may result in disciplinary actions.

3. Staff who have voluntarily separated from PCC or whom have been Terminated for cause

- a. It is the responsibility of the staff upon separation to terminate any permissions that PCC has to their information in NC Tracks or CAQH.
 - i. NC Tracks
 - a. Staff should end-date or change the Office Administrator and end-date affiliation with the end date being the last date of employment with PCC.
 - ii. CAQH
 - a. Staff should end-date with last date of employment for PCC or change the primary credentialing contact in CAQH.