

Credentialing: Dodging the Downfalls

Presented by ABA Therapy Billing & Insurance Services

Emily Roche, Business Consultant (Former Director of Services)



General Disclaimer

- ▶ This presentation reflects our best understanding of the processes.
- ▶ Providers are encouraged to confirm all information presented by reviewing their own independent contracts and business practices with provider representatives.
- ▶ This presentation does not reflect opinions of any organization outside of those represented in the presentation.

Credentialing: Know the Process

Contracts vs. Credentialing



Becoming an In-Network Provider



Reviewing and signing the actual legal contract.



Credentialing applications.



Effective Date: contract signed by BOTH sides, credentialing is APPROVED, and now you are able to provide in-network services.



Future new hires will have to go through the credentialing application and approval.

- *The contracting and credentialing paperwork may be intertwined when first getting in-network.*

Contracting vs. Credentialing

▶ *Contract:*

- ▶ *An distinct legal contract that sets the terms of the agreement as an in-network provider for the organization.*
- ▶ *The contract has legally binding terms that the organization must follow as well as terms that the insurance company is obligated to meet.*
- ▶ *The contract will stay in place until proper steps are taken to terminate it for the organization - regardless of the individual provider credentialing status.*

▶ *Credentialing:*

- ▶ *Paperwork that proves the qualifications of clinical staff to be approved to provide services under the organizations contract*
- ▶ *When first contracting to be in-network, all current providers will have to go through credentialing before any in-network services can be billed*
- ▶ *All future clinicians hired will have to wait to provide billable in network services until credentialing has been completed.*

Credentialing Applications:

What are they and how long do they take?

Credentialing Application Example

- ▶ Applications may be online or paper applications
- ▶ Try to find a direct rep to contact in the credentialing department
- ▶ Keep copies of all documents and track dates and reference numbers
- ▶ Administrative staff can complete applications on behalf of clinicians.

***Application pictured is Aetna*

*** FIRST AND LAST NAME OF REQUESTOR AT PROVIDER'S OFFICE**

*** PHONE NUMBER (10 DIGITS)**

- -

PHONE EXT.

*** PRACTITIONER LAST NAME**

*** PRACTITIONER FIRST NAME**

MIDDLE INITIAL

*** DATE OF BIRTH (ENTERED AS MM/DD/YYYY)**

Incorrect date of birth will delay the application request process.

/ /

Timelines....



- ▶ Credentialing often takes 2-4 months
 - ▶ Provider cannot bill for services until credentialing is actually approved
 - ▶ Providers pending credentialing approval cannot be billed “under” a different provider
 - ▶ Find out if each insurance company will give a grace period, backdate, or approve on the date application is first submitted
 - ▶ May be able to request an expedited application or Single Case Agreement if client/member loses services or is on a waitlist
- ▶ But, my new hire was credentialed at the previous company?
 - ▶ Very few insurance companies will “carry over” a new provider to your tax ID

What Paperwork is Required?

Common Items Required

- ▶ CAQH #
- ▶ NPI #
- ▶ State Licensure for OT/SLP/PT (where applicable for BCBA)
- ▶ Copy of BCBA Certificate
- ▶ CPR and First Aid training
- ▶ Resume or CV: Including specific dates of employment, explanation of any work history gaps greater than 3 months, and exact addresses.
- ▶ Copy of diplomas or transcripts

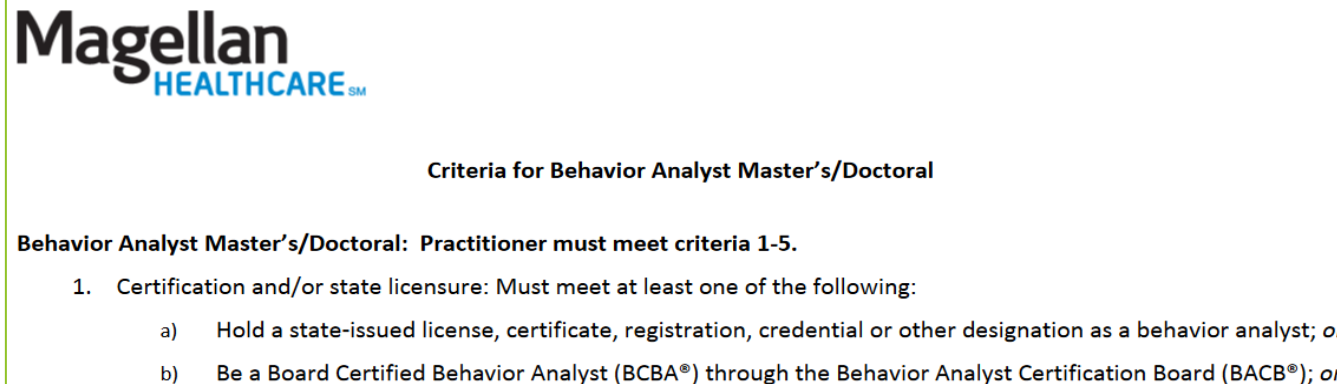


More about CAQH and NPI

- ▶ CAQH #:
 - ▶ Insurance companies state that the most common delays in the credentialing process are issues with CAQH numbers.
 - ▶ Insist that your providers know how to navigate and correctly maintain their own CAQH profile.
 - ▶ Obtained through the online CAQH application (<https://proview.caqh.org/Login/>)
 - ▶ Site has PDFs with instructions and screenshots that walk you through entire application
 - ▶ Helpful video introduction: <https://youtube/FMIRaz1EzTU>.
 - ▶ Podcast from Dr. Becca Tagg: <https://thebusinessofbehavior.com/session-15-caqh/>
- ▶ NPI #: <https://nppes.cms.hhs.gov/#/>.
 - ▶ This application only takes about 20-30 minutes to complete
- ▶ Clinicians should be responsible for these applications themselves. These numbers go with them for their entire career!

Know the Payers Credentialing Guidelines

- ▶ Each payer will have guidelines or a provider manual
 - ▶ Example: Magellan (<https://www.magellanprovider.com/news-publications/state-plan-eap-specific-information/autism.aspx>)



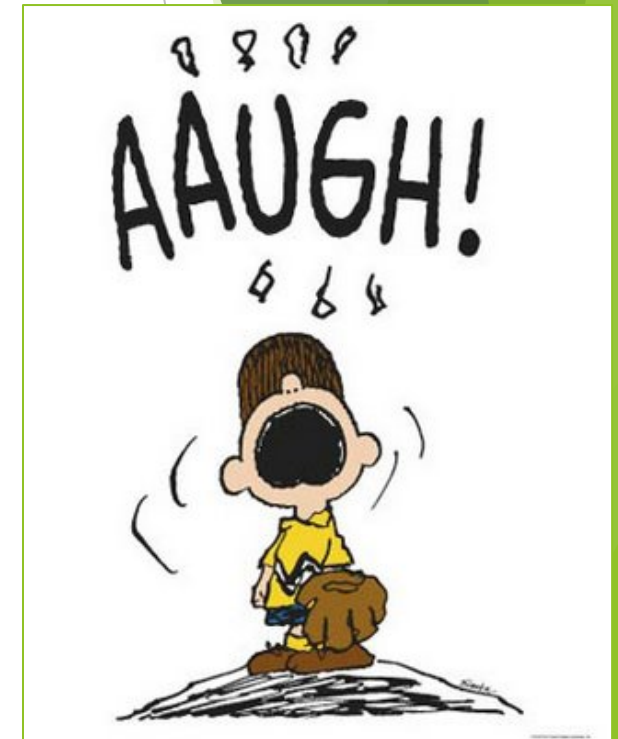
- ▶ Review requirements for ALL staff levels.
- ▶ Does the payer require RBT certification?
- ▶ What are the background check requirements?
- ▶ Be sure to review these before deciding to join a payer network.
- ▶ Have a system to maintain credentialing of new providers

Onboarding New Providers



Waiting for Credentialing to be Approved

- ▶ Try to start early....as soon as a new candidate is identified
 - ▶ Include in the job description that CAQH and NPI numbers are required
 - ▶ As soon as offer letter is signed, have new hire turn in credentialing paperwork
- ▶ Experienced Clinicians
 - ▶ Try to organize cases with funding sources that don't require credentialing
 - ▶ Have clinician assist with additional treatment plan writing or indirect work
- ▶ Newly Certified Clinicians
 - ▶ Ideally new clinicians are not immediately given a full, solo case load
 - ▶ Consider a “junior clinician” role: start assisting with indirect non-billable work and also work some direct therapy hours (evaluate in 90 days)

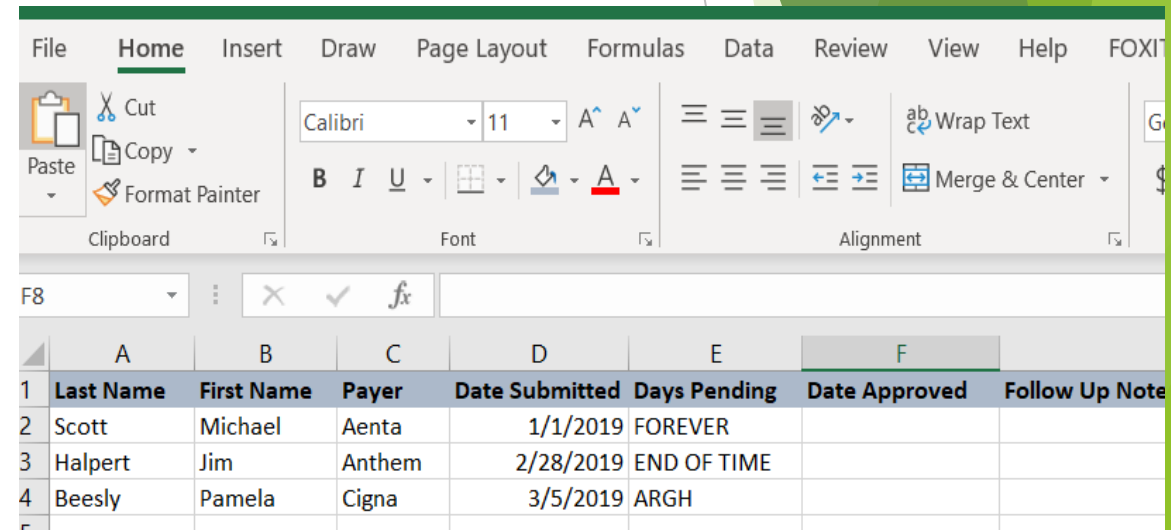


Maintaining Credentialing Status



Spreadsheet to Track Applications

- ▶ Keep a spreadsheet to track your credentialing process
- ▶ Tip: Keep all payers/locations/staff on ONE sheet
- ▶ Date submitted to each payer
- ▶ Calculate number of days pending
- ▶ Notes on follow-up calls
- ▶ Date approved for each payer
 - ▶ In case payer does not load the providers correctly



The screenshot shows the Microsoft Excel interface with the 'Home' tab selected. The ribbon includes options for Clipboard, Font, and Alignment. The spreadsheet data is as follows:

	A	B	C	D	E	F	
1	Last Name	First Name	Payer	Date Submitted	Days Pending	Date Approved	Follow Up Note
2	Scott	Michael	Aenta	1/1/2019	FOREVER		
3	Halpert	Jim	Anthem	2/28/2019	END OF TIME		
4	Beesly	Pamela	Cigna	3/5/2019	ARGH		

Maintaining Credentialing

- ▶ Keep copies of all provider documents
 - ▶ Payer could ask for documents in an audit after a provider has left your company!
- ▶ Keep copies of original applications
- ▶ Save copies of approval letters
 - ▶ Again, to prove date in case payer “loads” provider wrong
- ▶ Contact Information:
 - ▶ Be sure to keep contact info on hand for helpful contacts at payer
 - ▶ Be sure your organization’s contact info stays current with the payer

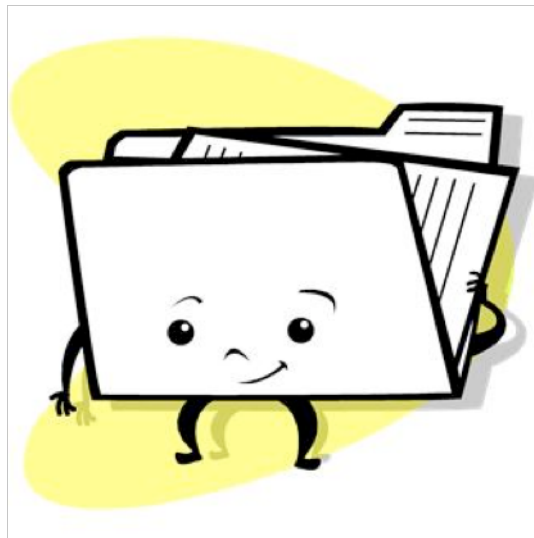
Stay in Compliance

- ▶ Track and keep up to date with each payers credentialing requirements
 - ▶ Does a payer require RBT certification
 - ▶ Does CPR have to complete before working with a specific payer
- ▶ Be sure new hires meet requirements before assigning cases
- ▶ Track and maintain credentials that can expire
 - ▶ How will you obtain updated copies of licenses and certificates?
 - ▶ How will you track expirations for CPR, First Aid, etc?
 - ▶ Do you need to run background check updates?



Hand Outs

1. Links to Credentialing: Document with a helpful list of links to common credentialing website pages and applications
2. New Hire Credentialing Form (example of form to have new hires fill out)
3. Tracking Spreadsheet (example of spreadsheet to use to track all credentialing applications during process with insurance company)





Questions?

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 - ▶ Register through the website or get a subscription!
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