



<b>ISSUE DATE</b> October 16, 2009	<b>EFFECTIVE DATE</b> November 1, 2009	<b>NUMBER</b> 99-09-08
<b>SUBJECT</b> Revision of the PROMISe™ Individual Practitioner Enrollment Application and Implementation of Credentialing for Certain Provider Types	<b>BY</b>  Michael Nardone, Deputy Secretary Office of Medical Assistance Programs	

## **PURPOSE:**

The purposes of this Medical Assistance (MA) Bulletin are to notify providers that effective November 1, 2009, the Department of Public Welfare (Department) is:

- 1) implementing a credentialing process for individually licensed practitioners who are currently enrolled or applying for initial enrollment in the MA Program; and
- 2) revising the MA Program PROMISe™ Individual Practitioner Enrollment Application.

## **SCOPE:**

This bulletin applies to the following types of providers, who are hereafter referred to as practitioners:

- Physicians\*
- Certified Registered Nurse Practitioners (CRNP)
- Certified Registered Nurse Midwives
- Certified Registered Nurse Anesthetists (CRNA)
- Dentists
- Podiatrists
- Chiropractors
- Optometrists
- Occupational Therapists
- Speech Therapists
- Physical Therapists
- Nutritionists
- Audiologists
- Psychologists\*
- Registered Nurses
- Licensed Practical Nurses

\* Psychiatrists and psychologists will be credentialed through the HealthChoices Behavioral Health Program.

**COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:**

The appropriate toll-free number for your provider type.

Visit the Office of Medical Assistance Programs Web site at [www.dpw.state.pa.us/PartnersProviders](http://www.dpw.state.pa.us/PartnersProviders)

**BACKGROUND/DISCUSSION:**

In its continuing efforts to improve the quality of care provided to MA recipients, the Department is implementing provider credentialing. Credentialing is the process of verifying the qualifications of licensed practitioners, including verifying the practitioner's current licensure, training, and professional experience.

The Department has contracted with a credentialing verification organization (CVO), certified by the National Committee for Quality Assurance (NCQA) to verify the credentials of MA practitioners. In connection with the credentialing initiative, the Department has added additional questions to the PROMISe™ Individual Practitioner Enrollment Application.

Credentialing of currently enrolled practitioners will take place over a three-year period. Currently enrolled practitioners **will not** need to complete the revised PROMISe™ Individual Practitioner Enrollment Application or reapply for enrollment in the MA Program. The Department will contact currently enrolled practitioners by letter and request that they complete a "Provider Application Update Form."

Practitioners seeking to enroll in the MA Program will have the option of either submitting a copy of their Pennsylvania Standard Application or registering with Council for Affordable Quality Healthcare's (CAQH) Universal Provider Datasource in lieu of answering specific questions. These options will also be available for currently enrolled practitioners in lieu of submitting the "Provider Application Update Form."

**NOTE: Registration with CAQH's Universal Provider Datasource or completion of the Pennsylvania Standard Application are not MA Program requirements for enrollment or credentialing, but rather options available to practitioners for the submission of their credentialing information to the MA Program.**

The CVO will contact various entities to verify the practitioners' credentials, including licensing and certification boards, and will query the National Provider Data Bank on behalf of the Department.

In the future, the Department will recredential providers every three years.

**PROCEDURE:**

In connection with the credentialing process, new questions have been added to the PROMISe™ Individual Practitioner Enrollment Application related to board certification, education and training, professional liability insurance; professional liability lawsuits, physical or mental health impairments and drug or chemical substance use. The CVO will review and verify the information contained in the Practitioner Enrollment Application and, for currently enrolled providers, also the "Provider Application Update Form." The CVO will provide results of this review and verification to the Department.

The Department will review the information it receives from the CVO concerning practitioners' credentials, and may refer information to the Peer Review Committee for review.

The Department will make the final determination regarding enrollment of a practitioner. Practitioners can appeal an adverse determination by following the provider appeal process set forth in 55 Pa.Code, Chapter 41 Medical Assistance Provider Appeal Procedures which may be accessed at the following website link:

<http://www.pacode.com/secure/data/055/chapter41/chap41toc.html>.

### **Practitioners Seeking Enrollment in the MA Program**

Practitioners seeking enrollment in the MA Program will be required to submit the PROMISe™ Individual Practitioner Enrollment Application, which may be accessed using the following website: <http://www.dpw.state.pa.us/omap/promise/enroll/omappromiseenroll.asp>. The PROMISe™ Individual Practitioner Enrollment Application can also be obtained by contacting the MA Program's Provider Enrollment Section by calling the toll-free number 1-800-537-8862 and selecting Option 1.

A practitioner may attach a completed copy of the "Pennsylvania Standard Application" or grant global permission for the release of information from CAQH's Universal Provider Datasource to the Department, in lieu of answering specific questions.

Upon receipt of the completed PROMISe™ Individual Practitioner Enrollment Application, the Department will initiate the review of the credentials of the practitioner.

Since practitioners who are not individually enrolled in the MA Program and are employed by hospitals, clinics, or facilities that are enrolled in the MA Program do not need to enroll in the MA Program, those practitioners will not participate in the credentialing process.

### **Credentialing of Practitioners Enrolled in the MA Program**

For currently enrolled practitioners, the credentialing process will be phased in over a three-year period, beginning on November 1, 2009.

If a practitioner is already registered with CAQH's Universal Provider Datasource and has granted global permission for release of his/her credentialing information, the Department will receive the information from CAQH and the practitioner will not need to submit additional information.

If a practitioner is not registered with CAQH's Universal Provider Datasource, the Department will contact the practitioner by letter and request that he/she do one of the following: (1) complete the "Provider Application Update Form"; (2) submit a copy of his/her Pennsylvania Standard Application to the address provided in the letter; or (3) register with CAQH's Universal Provider Datasource and authorize release of the information to the Department.

Upon receipt of the practitioner's credentialing information, the Department will initiate the review of the credentials of the practitioner.

### **Recredentialing of Enrolled MA Program Practitioners**

Once credentialed, practitioners will undergo the recredentialing process every three years. At the time of recredentialing, the Department will provide advance notice to practitioners and advise them of any information required by the MA Program in order to initiate the recredentialing process.

Additional information regarding the Pennsylvania Standard Application can be obtained by accessing the following website:

<http://www.pamedsoc.org/AudienceNavigation/PracticeManagers/PASStandardApplication.aspx>.

Additional information regarding CAQH's Universal Provider Datasource can be obtained by accessing the following website: <http://caqh.org/credapp/>.