



**PARTNERS**  
Improving Lives. Strengthening Communities.

# **CREDENTIALING VS ENROLLMENT**

# Can we just get a contract?

The process from start to finish:

Step 1 - Request for Nomination

Step 2 - Credentialing

Step 3 - Alpha Enrollment

Step 4 - Contract

Now you are eligible to accept Partners consumers.



# STEP 1 – Request for Nomination

- ▶ Request for Nomination/Request to Contract with Partners
  - Provider submits a Request for Nomination asking for a contract
  - Network Development Staff
    - Verifies NC Tracks Enrollment
    - Verifies registration with the secretary of state
    - Verifies licensure for services requiring a license
    - Researches Needs/Gaps in the location of the request
- ▶ NMC/Needs Assessment/Network Development Plan
  - Network Development Staff presents information to NMC
  - Based on the Needs Assessment and our Network Development Plan created from the Needs Assessment by the CFT Committee – The Network Management Committee makes a decision to allow the provider to make application to join our network... or not.
- ▶ Decision Communicated to Provider



# STEP 2 – Credentialing

## Application

- ▶ Provider Completes the Application and submits within 60 business days of approval
  - Agency Application for Group Practices/Enhanced Services/Add Sites
  - Credentialing Initiation Form (CIF) for Independent Practitioners and Associated Practitioners
- ▶ Credentialing Staff Reviews the Application for Completeness/Accuracy Including but not limited to the following within 15 business days of receipt:
  - Complete Application (All blanks completed)
  - Releases/Attestations Signed
  - Insurance Coverage Certificate (with required limits)
  - License (as required)
  - CABHA (as required)
  - Accreditation Certificates (as necessary)
  - Organizations Chart/Human Rights Committee (agency only)
  - References
  - W-9
- ▶ **DATE OF COMPLETE APPLICATION IS ESTABLISHED HERE**



# STEP 2 - Credentialing Continued

## Verifications Within 30 Days

- ▶ Monitoring Staff Schedule and Conduct Site Visit
- ▶ Credentialing Staff Completes Verifications
  - Criminal Background and SSDMF Check
  - All Owners/Managers of Agencies
  - All Licensed Independent Practitioners
  - OIG
  - NPDB (all sites)
  - License Verification (as required – all services requiring license)
  - SAM
  - Accreditation
  - NPPES
  - NC Healthcare Personnel Registry
  - NC Office of State Budget
  - NC Secretary of State
  - Provider Penalty Tracking
  - Professional Databases (ABMS, AMCC, DEA, LPC, LMFT, NC Medical Board, NC Psychology Board, NCSW Board)
- ▶ Credentialing Staff Verifies NC Tracks Enrollment **For Information/Enrollment Only**



# STEP 2 – Credentialing Continued

## Credentialing Committee

- ▶ After the Application has been determined to be complete and after the Verifications have been completed then the information goes to the Credentialing Committee
- ▶ All Flagged Results - Presented at Monthly Credentialing Committee Meetings
- ▶ Applications/Verifications with No Flags – Presented to Committee Chair Weekly
- ▶ All Applications Must Go to Committee Within 180 Days of Application Signatures
- ▶ Decision Letters to Providers Within 10 Business Days of Committee
- ▶ Approvals are passed to Enrollment
- ▶ **CREDENTIALING EFFECTIVE DATE = DATE OF COMPLETE APPLICATION**



# STEP 3 - Enrollment

Within 5 Business Days Provider Network Enrollment Staff Verifies that the Provider is:

- Credentialed with Partners
- Enrolled in NC Tracks

If Credentialed but **Not Enrolled in NC Tracks:**

- **Partners Can Not Enroll in Alpha and;**
- **Partners Can Not Issue a Contract**

If Credentialed and **Enrolled in NC Tracks** Then **Yes to Enrollment in Alpha and Yes to Contract**

**PARTNERS ENROLLMENT EFFECTIVE DATE = CREDENTIALLED BY PARTNERS AND ENROLLED IN NC TRACKS**



# STEP 4 - Contract

- ▶ Provider Network Enrollment Staff Loads Alpha in “Draft”
- ▶ Contracts Staff Issues Contract
  - Contracts Staff Sends for Signatures
  - Contracts Staff Removes “Draft” Status
- ▶ Provider is Eligible to Receive Referrals, Submit Authorizations and Submit Claims
- ▶ **CONTRACT EFFECTIVE DATE = PARTNERS ENROLLMENT EFFECTIVE DATE**





# Contact Information

- [enrollment@partnersbhm.org](mailto:enrollment@partnersbhm.org)
  
- Fielding Yelverton, Credentialing Supervisor
  - [fyelverton@partnersbhm.org](mailto:fyelverton@partnersbhm.org)
  - 704-884-2505
  
- Natalie McBride, Provider Network Manager
  - [nmcbride@partnersbhm.org](mailto:nmcbride@partnersbhm.org)
  - 828-323-8048

