Mission Statement

To provide a system-wide, efficient and thorough centralized program to verify a practitioner’s credentials at the time of initial appointment and/or reappointment using standardized processes that ensure accuracy and meets or exceeds applicable State, JCAHO and/or NCQA accreditation standards.
So Many Masters

- Medicare COP (CMS)
- JCAHO
- NCQA
- URAC
- State Licensing Bodies
- Managed Care Plans
System Credentialing

- The Emory Clinic
- Emory Children’s Center
- Emory Medical Care Foundation
- Emory Medical Affiliates
- Emory Specialty Associates
- Dialysis Access Center of Atlanta
- Emory University Hospital
- Emory Genetics Laboratory
- Emory Crawford Long Hospital
- Wesley Woods Geriatric Hospital
- Wesley Woods Long Term Care (Budd Terrace)
- Wesley Woods Long Term Hospital
- Emory Johns Creek Hospital (opening February 2007)
- Emory Ambulatory Surgery Centers
- 120 Managed Care Plans
- Select Specialty Hospital
- Medicaid CMO’s
- Traditional Medicaid, Medicare and Tricare
Getting Started

Chair Request Form:

OFFICE OF SYSTEM CREDENTIALING
MEDICAL STAFF APPLICATION/CREDENTIALING REQUEST

The Department of ___________________________ requests an Emory Healthcare credentialing package be sent to the physician listed below. This physician will need privileges at the following facilities:

- Emory Crawford Long Hospital
- Emory University Hospital
- Emory Children’s Center
- Emory Clinic
- Emory Clinic Ambulatory Surgery Center
- *Emory Medical Care Foundation
- *Physician must apply for staff privileges or be on staff at Grady Memorial Hospital.
- Emory Center for Pain Medicine (MOT)
- Grady Memorial Hospital
- **Wesley Woods - Geriatric Hospital
- **Wesley Woods - Long Term Hospital
- **Wesley Woods - Long Term Care (Budd Terrace)

** Before requesting privileges at these facilities, please verify the clinical services are available.

NAME:_______________________________________________  SS#: ____________________________
APPLICANT EMAIL TO SEND APPLICATION: ________________________________
ADDRESS: _____________________________________________________________
City: ____________________________ State: __________ Zip: _________________
APPLICANT TELEPHONE: __________________________________________________
ESTIMATED START DATE: ________________________________________________
PHYSICIAN’S BOARD CERTIFICATION SPECIALTIES: _________________________
PHYSICIAN’S PRACTICING SPECIALTY: _____________________________________

Physician is currently on staff and requires additional privileges at the above-indicated affiliates.

Chair Signature: ______________________________________
Department: __________________________________________
Date: ________________________________________________

PLEASE FAX PROMPTLY TO EMORY HEALTHCARE SYSTEM CREDENTIALING:
FAX: (404) 778-4819

WEBPAGES – GA MEDICAL LICENSE http://www.medicalboard.state.ga.us/index.html
DEA http://www.deadiversion.usdoj.gov
MODERATE SEDATION EXAM http://ehcdevnotes1.eushc.org/modsedation.nsf
NPI https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart
Processing Applications

1. Ensure applicants meet EHC credentialing requirements.

2. Verification of Information using Primary Sources or JCAHO/NCQA recognized third parties.

3. Documentation to support competency.
Credentialing Process

Applicant delivers completed application
to System Credentialing...
Are all documents included?

**YES**

Verification Process Completed. Licensure, Training, Education, Experience, Competency Claims/Sanctions

File routed to Medical Staff Liaisons Interview letter sent to applicant (ECLH)

Recommendation made to Interim Credentials & Policy Committee (appointment effective monthly)

**NO**

Notify applicant to provide missing documents

Interview completed, if applicable File submitted to Credentials Committee

Recommendation made To PSC for approval of applicant
It’s All About “Timing”

Scenario # 1: New Hire
(initial appointment) starting July 1st

- In order for physician to bill managed care plans on July 1st, their credentialing file must be submitted to the May Managed Care Credentialing Committee

  - Managed Care Plans load physicians within 45-50 days from receipt of the monthly mailing. Effective dates are usually the 1st of the month following the mailing.

  - All providers must have admitting privileges at a local hospital prior to the May Managed Care Credentialing Committee meeting.
Scenerio # 1 Cont’d

- The verification process on average takes about 30 days and should occur during April and May

- Based on Scenrio #1, the chair request should be faxed to System Credentialing by March 1st.

- The average number of days for the credentialing and enrollment process is around 120. If the application is not returned in a timely manner or is incomplete upon return, the process may take longer.
Just Some Data
August 2005 thru July 2006

- Percentage of Emory Faculty Physicians enrolled in all managed care plans prior to hire date measured by plans effective dates = 76.63% (TEC – 83.8%)

- Percentage of Emory Faculty Physicians that have completed the entire credentialing & enrollment process within 90 days - measured from the chair request date to latest plan effective date (excluding GA License/DEA) = 79.05% (TEC – 81.03%)
More Detailed Data
Billing Numbers Prior to Hire Date

**ECC Data: 63.64%**
- Low volume
- Applications not returned within 30 days
- Local Hospital affiliation
  (CHOA Board only meets every other month)

**EMCF Data: 68.52%**
- Local Hospital Affiliation (Grady)
- Hired before enrollment completed

**TEC Data: 83.80%**
- Estimated hire date less than 90 to 120 days from receipt of chair request
Committee Domino’s Important Committee Dates

- EUH
  - Credentials/PSC - 4th Monday each month

- ECLH
  - Credentials 2\textsuperscript{nd} - Monday each month
  - PSC 4\textsuperscript{th} - Tuesday each month

- WWC
  - Credentials - 1\textsuperscript{st} Thursday each month
  - PSC 2\textsuperscript{nd} - Thursday each month

- Emory Johns Creek - TBA

- Emory Healthcare Interium Credentials & Policy Committee usually meets 4\textsuperscript{th} Thursday and always one day before the Managed Care Credentials Committee each month.

- Managed Care Credentialing Committee Meeting
  - Usually held the last Friday of the month.
Just when you think you're done

- Every two years all providers must be recredentialed because of state / federal / JCAHO requirements.

- Applications are sent out to providers 180 days from the day of EHC Board approval date. (October 26, 2006 appointments all expire on October 26, 2008 unless reappointments occur prior to that date.)
Medicaid, Medicare and Tricare Enrollment

- Applications are mailed to providers for completion
- Once completed applications are received they are mailed to Medicare, Medicaid and Tricare
- Provider numbers and effective dates are obtained about 8 weeks after a completed application has been received by the payor.
Medicaid, Medicare and Tricare Enrollment

- Application Hold-ups
  - Georgia Medical License
  - DEA Certificate
  - NPI Letter
  - State Approval Letter
    (PAs only) Primary MD
- Missing Signatures
- Additional Locations
  (Medicaid)
Board Certification Challenges

- Managed Care Plans require certification and recertification in the physician’s practicing specialty
  - BCBS—5 years from completion of residency
  - Recertification upon expiration of current board
- Changes in Board Certification status reported to all plans
Physician Assistants Challenges

- Composite State Board Process
  - Primary Sponsor requests permission to utilize PA first step
  - Change in Primary Sponsor
    - certified letter per rules & regulations
  - Adding alternate supervising physician requires Board approval
  - Alternate supervising physician attach to Primary **NOT** Physician Assistant
  - If Primary leaves; PA **must not work** until Composite Board approves another Primary
PA Challenges Cont’d

EHC Credentialing Process (Medical Staff Bylaws)

- Primary Sponsor requests permission from EHC Board to utilize PA
- Application processed by System Credentialing and submitted to Chair/Chief for recommendation;
  submitted to Credentials Committee for recommendation;
  submitted to Professional Service Committee for recommendation;
  submitted to EHC Board for approval.
- If Primary leaves, PA must not work until EHC Board approves another Primary
Is Credentialing Important?

Poliner v. Presbyterian Hospital of Dallas
($366 million jury verdict - 2006)

Navarro – unlicensed healthcare worker who failed PA exam 4 times
($217 million jury verdict – October 2006)

Kadlec Medical Center v. Lakeview Anesthesia
($ 8.2 million jury verdict - 2005)

Rockefeller v. Kaiser Foundation Health Plan of Georgia
(October 3, 2001) In the Court of Appeals of Georgia
Questions?