

Clinician Credentialing and Recredentialing

Prerequisites

Licensure

A current, unrestricted license is required for each practice discipline in which a clinician will provide care to Harvard Pilgrim members. At least one license is required for each state in which the clinician practices.

Federal DEA

A current, unrestricted federal DEA is required for each practice state in which a clinician will provide care to Harvard Pilgrim members. MDs, DOs, Oral Surgeons, Dentists, Midwives, NPs, PA's, and Podiatrists are required to maintain a DEA.

Board Certification

Physicians, podiatrists, and oral surgeons are encouraged to achieve and maintain board certification. Harvard Pilgrim recognizes addiction medicine as a subspecialty for medical providers; to receive credentialing for this subspecialty, practitioners must be board certified in addiction medicine from an approved board under the American Board of Medical Specialties or American Osteopathic Association.

Hospital Affiliation

Physicians, podiatrists, oral surgeons, and clinicians who are contracted as primary care providers are required to establish hospital privileges, or alternate coverage arrangements, at Harvard Pilgrim–contracted hospitals. The privileges/arrangements must be consistent with the specialties in which they will provide care to Harvard Pilgrim members. All providers listed must attest to a primary hospital affiliation or admitting arrangements on their application in CAQH ProView.

Minimum Malpractice Requirements

The minimum existing malpractice coverage requirements for clinicians are:

- Physicians (including oral surgeons) \$1,000,000/\$3,000,000
- Optometrists \$1,000,000/\$1,000,000
- Dentists (excluding oral surgeons) \$500,000/\$1,500,000
- All other clinicians \$1,000,000/\$3,000,000

Contractual Requirements

Clinicians who require credentialing must have a signed contract with Harvard Pilgrim, or an agreement with an entity that is Harvard Pilgrim contracted, before the credentialing process can begin. Clinicians cannot provide services for Harvard Pilgrim members until the credentialing committee approves them for affiliation. Any claim submitted prior to the effective date of the affiliation will be denied.

Provider Enrollment

Credentialed clinicians who want to participate in Harvard Pilgrim's provider network, as well as non-credentialed clinicians such as those practicing in anesthesiology, emergency medicine, pathology, or radiology, are enrolled in the Harvard Pilgrim claims system individually (e.g., John Smith, M.D.)

Clinicians specializing in physical therapy, occupational therapy, and speech therapy will be enrolled in the Harvard Pilgrim claims system with group provider identification numbers (e.g., Physical Therapy Associates).

To enroll, clinicians must submit the following documents to Harvard Pilgrim:

- *HCAS Provider Enrollment Form* (available online, see "Forms")
- W-9 form
- Provider contract or Provider Participation Agreement (i.e., Joinder), if applicable

Send the completed documents to Harvard Pilgrim's Provider Processing Center.

- *Mail* Harvard Pilgrim Health Care
Attn: Provider Processing Center
1600 Crown Colony Drive
Quincy, MA 02169
- *Fax* 866-884-3843
- *Email* PPC@harvardpilgrim.org

Changing Provider Enrollment Information

Once enrolled, all updates or changes to provider enrollment information must be communicated to Harvard Pilgrim's Provider Processing Center on a prospective basis. A *Provider Change Form* is available online (see "Forms").

Changes to provider enrollment information cannot be submitted to the Credentialing department.

HealthCare Administrative Solutions, Inc. (HCAS) Credentialing Process

Applicants requesting initial affiliation with Harvard Pilgrim Health Care will be credentialed through the HealthCare Administrative Solutions, Inc. (HCAS) process. HCAS is a non-profit entity founded in collaboration with several Massachusetts health plans.

HCAS has entered into an arrangement with Aperture Credentialing LLC, a national credentialing verification organization (CVO) and provider data management company, to centralize and streamline components of the credentialing process that are common to all participating health plans. Harvard Pilgrim requires clinicians to utilize CAQH to enable Aperture to collect credentialing data through the CAQH's ProView system, a central repository for credentialing information.

CAQH is the single point of entry which provides physicians and other practitioners the ability to submit credentialing verification information once for the HCAS member health plans they select. Data from CAQH ProView will only be transmitted to plans with which clinicians are already contracted or are in the process of contracting. For more information about HCAS and its credentialing process, go to www.hcasma.org.

Initial Credentialing

Doctoral level clinicians and designated non-doctoral level clinicians must successfully complete an initial credentialing process prior to affiliation with Harvard Pilgrim.

Harvard Pilgrim Health Care credentials the following types of clinicians:¹

Physicians:

- Doctors of Osteopathy (D.O.)
- Medical Doctors (M.D.)

Other Clinician Types:

- Acupuncture
- Audiologists
- Certified Nurse Midwives (C.N.M.)
 - Maine, New Hampshire and Vermont CNMs are credentialed
 - Connecticut, Massachusetts and Rhode Island CNMs are contracted and enrolled in the Harvard Pilgrim claims system individually; do not require credentialing
- Certified Professional Midwives (C.P.M.)
 - Applicable to New Hampshire, Rhode Island and Vermont only due to licensing requirements.
 - New Hampshire CPMs are credentialed
 - Rhode Island & Vermont CPMs are contracted and enrolled in the Harvard Pilgrim claims system individually; do not require credentialing
- Chiropractors (D.C.)

- Dentists (D.D.S./D.M.D.)
- Doctoral Level and Master's Level Psychologists
- Hearing Instrument Specialists (HIS)
 - Individual HIS are credentialed in Massachusetts, New Hampshire and Vermont only due to state mandates
 - Individual HIS in Connecticut, Maine & Rhode Island can be contracted and enrolled in the Harvard Pilgrim claims system individually; do not require credentialing
- Master's Level Clinical Social Workers
- Master's Level Clinical Nurse Specialists, Psychiatric Nurse Practitioners
- Naturopaths
 - Connecticut, Maine and New Hampshire; Commercial only
 - Not applicable to Massachusetts, Rhode Island or Vermont
 - Not applicable to Medicare Advantage
- Nurse Practitioners (N.P.)
 - Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont NPs are credentialed if practicing as a PCP and trained/certified in areas of family practice, gerontology, adult and pediatrics
 - Connecticut, NPs are credentialed if practicing as a Specialist and trained/certified in one of these specialties: acute care, diabetes management, neonatal, or women's health care.
 - Maine, Massachusetts, New Hampshire, Rhode Island and Vermont NPs are credentialed if practicing as a Specialist and trained in any NP specialty.
 - Nurse Practitioners who are not trained/certified in one of these specialties may be individually contracted & enrolled in Harvard Pilgrim claims system but will not be marketed.
- Nutritionists/Registered Dieticians
- Other Behavioral Health Care Specialists who are licensed, certified or registered by the state to practice independently
- Optometrists (O.D.)
- Physician Assistants (P.A.)
 - Due to licensing requirements, only Connecticut, Maine, and Massachusetts PAs are credentialed if practicing as a PCP
 - A PA can be contracted and enrolled in Harvard Pilgrim claims system individually as a Specialist or Moonlighter in Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island & Vermont; do not require credentialing
- Physical Therapists, Occupational Therapists and Speech/Language Pathologists' groups are credentialed under Facility Credentialing
 - Clinicians specializing in physical, occupational or speech therapy will be enrolled in the Harvard Pilgrim claims system with a group provider identification number (e.g. Physical Therapy Associates)
- Podiatrists (D.P.M.)

Fellows and Residents

Harvard Pilgrim does not enroll clinicians who are still in training. However, if a clinician is working in a capacity that is in addition to a fellowship or residency and is fully board-trained to work in that capacity, the clinician may apply for affiliation in that capacity. For example, a physician may be fully trained in internal medicine and currently in a fellowship in cardiology and may also be moonlighting at an internal medicine clinic, or as a hospitalist. Harvard Pilgrim would enroll this physician and reimburse him or her for the moonlighting internal medicine services that are unrelated to the fellowship.

Initial Credentialing Process

Clinicians who want to participate with Harvard Pilgrim Health Care must first submit a completed *Provider Enrollment Form* to Harvard Pilgrim (see "Provider Enrollment," above). Once the Provider Enrollment Form is received and processed, a CAQH standard welcome packet will be sent to the clinician or designated credentialing administrator if the clinician is not already registered with CAQH. The welcome packet contains all the information and directions needed to complete the initial credentialing application. Clinicians who are already registered in CAQH, and who have authorized Harvard Pilgrim to receive their data, may only receive an email to re-attest to their data. If their attestation is current, they will receive no communication and their

credentialing will be initiated. Upon request, a clinician has the right to inquire about the status of his/her credentialing application at any time during the credentialing process. Harvard Pilgrim will provide the clinician with a date that the committee will plan to review his/her application or apprise the clinician of any information that is needed before the application is sent to committee.

Site Visits

Harvard Pilgrim uses a standardized site-visit survey form that incorporates office-site criteria to assess each office about which it has received a member complaint.

Recredentialing/Re-Attestation

Harvard Pilgrim affiliated clinicians are reviewed every two or three years, depending on state law. All clinicians are required to complete their credentialing/recredentialing through the HCAS process.

Recredentialing Process

Clinicians who are not currently registered with CAQH may submit credentialing information directly to CAQH using the online method or may submit paper applications by facsimile transmission only. Clinicians who are already registered with CAQH receive e-mail reminders to update and re-attest their profile periodically.

If attestation is not completed or clinicians opt out of CAQH, it will result in administrative termination and will require a new initial credentialing process in order to re-affiliate with Harvard Pilgrim. If your affiliation is terminated, you will have the right to appeal. Harvard Pilgrim will reactivate the recredentialing process if we receive all necessary documentation and your application and documentation have not expired.

Credentialing Committee Review

Each health plan that participates in HCAS continues to make independent decisions as to whether a clinician meets its standards for participation. Initial applications for Harvard Pilgrim affiliation are approved or denied by Harvard Pilgrim's Credentialing Committee. Existing Harvard Pilgrim affiliations are either continued or terminated by the committee.

If any discrepancies exist between the information provided by the clinician and the information received during the verification process, Harvard Pilgrim notifies the clinician in writing of the discrepancy and his/her right to review and correct any erroneous information obtained by Harvard Pilgrim. A written response is requested from the clinician within 30 days from the date of the letter. If the applicant does not respond within 30 days, the initial application will be withdrawn from processing and the provider will need to reapply. If no response is received from a provider currently affiliated, the Harvard Pilgrim credentialing committee evaluation is based on the existing information.

Notification of Approval**Initial Credentialing**

When a clinician's initial application is approved, the clinician is sent a welcome letter indicating the effective date.

- In some cases, a PCP's effective date is no later than the first of the month following committee approval.
- A specialist's effective date is the date of committee approval or the effective date of the contract, whichever date is later.

Recredentialing

When a clinician's existing affiliation is continued, the clinician does not receive notification.

Notification of Denial or Termination

If a clinician's initial application is denied, or if an existing affiliation is terminated, a letter is sent to the clinician documenting the reason for the action and outlining the clinician's appeal rights. A termination is not effective until the appeal is concluded, except in limited circumstances.

Ongoing Monitoring

Medical Management reviews clinician performance data on a continuous basis and notifies Harvard Pilgrim's Credentialing Committee of any adverse findings that occur between credentialing cycles. Internally, clinical performance data is derived from HEDIS data, member concerns, clinical occurrences, involuntary physician-patient termination, and any quality of care issues that were confirmed by Medical Management. External sources including, but not limited to, state licensing boards and Medicare/Medicaid Sanction Reports.

Confidentiality

The Credentialing Department is responsible for ensuring the confidentiality of all information received and maintained in the credentialing and recredentialing processes. Information derived from peer review functions is protected from subpoena and discovery by state immunity laws, except as otherwise provided by law. This includes proceedings, reports and records of a peer review specialty committee.

Review of Information on File

With the exception of information determined by Harvard Pilgrim to be peer review-protected, the clinician has the right to request in writing his/her file information and to subsequently review and correct any erroneous information obtained by Harvard Pilgrim to support its evaluation of a clinician's credentialing application.

Send a written request to:

Harvard Pilgrim Health Care
Credentialing Department
1600 Crown Colony Drive
Quincy, MA 02169

Contact Information

Call the Provider Service Center at 800-708-4414.

PUBLICATION HISTORY

12/15/11	added clarification to initial application response time
02/15/12	minor edits for clarity
11/15/12	added physician assistants–Massachusetts only to initial credentialing section; added Massachusetts to hearing instrument specialists under initial credentialing section
12/15/15	updated to change OptumInsight to Aperture; changed CAQH UPD to ProView; added Connecticut specific information
05/15/16	removed Massachusetts and New Hampshire from hearing instrument specialists under the initial credentialing section
06/15/17	added Vermont to the initialing credentialing section
08/15/17	added Connecticut to naturopaths under the initial credentialing section
04/01/18	reviewed document; administrative edits for clarity
09/04/18	added board certification/credentialing information for the addiction medicine subspecialty
11/01/18	added Rhode Island to nurse practitioners under initial credentialing
04/01/19	added New Hampshire and Massachusetts to hearing instrument specialist, and Maine to naturopaths under initial credentialing
02/03/20	changed document title from “Clinical Credentialing and Recredentialing” to “Clinician Credentialing and Recredentialing;” added Federal DEA information; updated the Board Certification section; administrative edits
06/01/20	reformatted Initial Credentialing section; administrative edits
07/14/20	updated Other Clinician Types under Initial Credentialing section
02/01/21	updated Other Clinician Types under Initial Credentialing section adding Acupuncture; updated footnote to include WholeHealth Tivity Health

¹Harvard Pilgrim has a full delegation agreement with Optum United Behavioral Health (UBH). Call UBH at 800-716-1166 for specific behavioral health clinician credentialing information. Optum United Behavioral Health, is an NCQA accredited, national behavioral health services vendor.

Harvard Pilgrim has a full credentialing delegation agreement with WholeHealth. Prospective Acupuncture provider can call WholeHealth Tivity Health directly at 1-800-274-7526 and ask for the Recruitment Department.