

CREDENTIALING & RE-CREDENTIALING FAQ

What is credentialing?

Credentialing is an industry-standard systematic approach to the collection and verification of an applicant's professional qualifications. These qualifications include but are not limited to review of relevant training, licensure, certification and/or registration to practice in a health care field, and academic background.

Steward Health Care Network (SHCN) utilizes the Council for Affordable Quality Healthcare (CAQH) website for gathering credentialing data for physicians and other health care professionals. We use an internal Facility Credentialing Application for hospitals and ancillary providers. SHCN also utilizes a third-party external Credentialing Verification Organization (CVO), "CAQH-VeriFide", to perform primary source verification on our behalf.

Please note: The SHCN credentialing process is completed before a practitioner, hospital, or ancillary provider is accepted into the SHCN provider network.

What are the steps in the full credentialing process for a new provider?

After an assessment of network adequacy and business needs, provider contracts, the credentialing application, and other required documentation is obtained. The credentialing process then begins with primary source verification and Credentialing Committee review. This portion of the process takes approximately 30 days to complete. Next, we present credentialing file to our Credentialing Committee for review. Once their review is completed, we will send a letter with the Credentialing Committee's final credentialing decision within 60 calendar days.

Must the entire application be completed?

Yes, you are expected to complete all sections and questions on the CAQH or Facility application. You must also ensure that SHCN is authorized to access your CAQH application.

How can we contact CAQH for assistance?

The CAQH Provider Help Desk is available online at proview.caqh.org, by email at providerhelp@proview.caqh.org and by calling: 888-599-1771 (Monday through Thursday, 7:00am – 7:00pm MST; and Friday 5:00am – 5:00pm MST).

What are some common reasons that we may not be credentialed or recredentialed so that we can avoid them?

The physician and other health care professional is encouraged to ensure that:

CAQH applications are complete (listed Covering Physician/Partners, 5-year work history with explanations for gaps over 6+ months).

Applications do not have an expired attestation status.

All applications have current supporting documentation (e.g., medical license, DEA certificate, professional/general certificates of insurance in adequate amounts, accreditation certificate, CMS survey, etc.).

You are requesting credentialing only for those specialties in which you are trained or licensed (e.g., do not send in a request for pain medicine with a residency in anesthesia only).

How do we complete recredentiaing with Steward Health Care Network?

Recredentiaing is conducted every 36 months after initial credentialing to ensure professional qualifications remain valid and current. If you have attested to all the data on your CAQH application on the required intervals, then you do not need to do anything. SHCN and/or our CVO will simply pull your information from the CAQH website to review your application for updates and changes. Please remember to review, re-attest and authorize application access to our health plan each quarter. If you keep this information up to date, SHCN will only send you a notification letter at the end of the recredentiaing process.

How much professional liability (malpractice) insurance does Steward Health Care Network require?

SHCN requires a minimum of \$1,000,000 per occurrence / \$3,000,000 in aggregate to participate or must obtain an approved exception.

What are my rights in credentialing?

Physicians and other health care professionals applying to participate in the SHCN provider network have the following rights regarding the credentialing process:

To review the information submitted to support your credentialing application

To correct erroneous information

To be informed of the status of your credentialing or recredentiaing application, upon request.

How long is the credentialing process?

SHCN strives to process complete credentialing applications in 30 days or less. It may take longer if you submit an incomplete application or if requested attachments are not submitted with the application.

What if the Credentialing Committee denies my initial application for participation or my recredentialing application?

SHCN reserves the right to deny initial applicants without an appeals process. However, depending on the reasons for the Credentialing Committee's decision to deny or terminate a provider during recredentialing, you will be offered the opportunity to submit an appeal. The recredentialing denial or termination letter will explain your rights, the appeals process and contact information.

How do I check the status of a current credentialing application?

Email us at SHCN.Credentialing@Steward.org. SHCN maintains accreditation with NCQA.