

## Policies & Procedures

# CREDENTIALING/RE-CREDENTIALING INDIVIDUAL SUBCONTRACTOR PROVIDERS

**Section:** Administrative Policies

**Pages:** 4

**Subject:** Credentialing Subcontract Providers

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## POLICY

Each Individual Subcontractor Provider of mental health and substance abuse services to Davis Behavioral Health, Inc (DBH) must be credentialed by the DBH Department of Human Resources in accordance with its policies and the policies of the Utah State Department of Human Services and the Utah State Department of Professional and Occupational Licensing.

Additionally, relative to the selection and retention of Individual Subcontractor Providers, DBH does not discriminate for the participation, reimbursement, or indemnification of any Individual Subcontractor Provider who is acting within the scope of his/her license or certification, solely on the basis of that licensee certification, and does not discriminate against particular Individual Subcontractor Providers who serve high-risk populations or specialize in health care conditions that require costly treatment.

As of March 1, 2008 and annually thereafter on the anniversary of the date of the Individual Subcontractor Provider's Contract Agreement, each Individual Subcontractor Provider must satisfy or provide each of the items under number 1 of this section below; and the items under Procedures below; and will be subject to credentialing and annual re-credentialing; and approved to provide services on behalf of DBH.

If DBH declines to include health care professionals or groups of health care professionals in its provider network, the Credentialing Specialist will give the affected health care professionals written notice of the reason for its decision. The letter of written notice or rejection is the standard DBH Administrative document that conveys to a candidate, applicant and/or health care professional that DBH is no longer pursuing employment, a contractual agreement, or any affiliation with the health care professional along with the reason why.

All documents, records, lists and correspondences relative to this credentialing and re-credentialing policy and relative to an Individual Subcontractor Provider or prospective Individual Subcontractor Provider must be sent directly to and will reside in the DBH Department of Finance, Billing Office.

In addition:

- 1) DBH will not contract with any Individual Subcontractor Provider who is under a current federal debarment, suspension, sanction or exclusion from participation in federal health care programs under either section 1128 or section 1128A of the Social Security Act (the Act), or who has had his or her license suspended or revoked by the State of Utah or any other state;
  - a) As such, DBH will notify to the State about changes in a network provider's circumstances that

may affect the provider's eligibility to participate in the managed care program, including termination of the provider agreement with the Contractor.

- 2) DBH will not knowingly have a relationship of the type described in section 3 and, below with any of the following:
  - a) Individual Subcontractor Provider who is debarred, suspended or otherwise excluded or from participating in procurement activities under the Federal Acquisition Regulation or from participating in non-procurement activities under regulations issued under Executive Order No.12549 or under guidelines implementing Executive Order No.12649 or;
  - b) Individual Subcontractor Provider who is an affiliate, as defined in the Federal Acquisition Regulation, or a person described in 2.a. above.
- 3) DBH will not knowingly have a relationship of the following types and with individuals identified in 2.a. and 2.b. above:
  - a) a director, officer, or partner of DBH.
  - b) a person with beneficial ownership of five percent or more of the DBH's equity.
  - c) a person with an employment, consulting, or other arrangement with DBH for the provision of items and services that is significant and material to DBH's obligations under its contract with Utah Department of Health (DOH).
- 4) At any time, the Individual Subcontractor Provider is found to be a person described in 2.a and 2.b the Credentialing Specialist will notify the Utah Department of Health, Bureau of Managed Care, within 30 days of the discovery by completing and submitting the Disclosure of Excluded Provider Form.
- 5) At the time, the Individual Subcontractor Provider and DBH enter into a written Contract Agreement, DBH will commence the vetting process by checking and verifying each item under number 1 of this section above, and under **Procedures** below. The vetting process will commence with the understanding that the Individual Subcontractor Provider may begin providing services, but must successfully pass, have satisfactory results from, and/or have favorable outcomes from verifying each item under number 1 of this section above and each item under **Procedures** below.
- 6) Should the vetting process either at the initial credentialing or re-credentialing interval result in an Individual Subcontractor Provider's failure to successfully pass, have satisfactory results from, and/or have favorable outcomes from verifying each item under number 1 of this section above and each item under **Procedures** below, the DBH Credentialing Specialist will immediately suspend the Contract Agreement and discontinue the Individual Subcontractor Provider's provision of services to DBH clients. Prior to terminating the Contract Agreement, the Credentialing Specialist will notify and consult with the DBH Executive Director and the Corporate General Counsel. In addition, any information found or discovered on or in the sites specified in **Procedures** below will be promptly acted upon by the Credentialing Specialist according to instructions or procedures at that particular site.
- 7) Notification, when warranted, will be made by the Credentialing Specialist in writing to the licensing and disciplinary bodies or other appropriate entities when suspensions or terminations of Individual Subcontractor Providers occur because of quality-of-care deficiencies. The Credentialing Specialist will not only make the proper notifications to licensing and disciplinary bodies or other appropriate entities, but prior to a decision to suspend or terminate an Individual Subcontractor Provider's Contract Agreement, the Credentialing Specialist will notify and consult with the DBH Executive Director and the Corporate General Counsel.

## **PROCEDURES**

- 1) Credentialing/Re-credentialing Tracking Log:
  - a) A Credentialing/re-credentialing Tracking Log, listing each requirement below will be placed

in each Individual Subcontractor Provider's Electronic Personnel File. It will specify each item, and the result of each verification or inquiry. Associated with each item will be the name of the Credentialing Specialist or other Authorized Staff performing the particular activity, the date each item was initiated, and the date it is completed.

- 2) Credentialing procedures specified under number 1 of the **Policy** section above, and in this section, will be performed prior to DBH entering into a written Contract Agreement with the Individual Subcontractor Provider and at the recredentialing interval which is the annual anniversary of the signing of the Contract Agreement between DBH and the Individual Subcontractor Provider.
- 3) BCI Clearance:
  - a) The Human Resources Director, Human Resources Specialist, Human Resources Clerk or an authorized Human Resources Staff initiates the BCI background checking process by jointly completing the BCI application with the Individual Subcontractor Provider. Results will be provided to the Credentialing Specialist.
- 4) National Provider Identifier (NPI):
  - a) The Credentialing Specialist verifies issuance of the provider's National Provider Identifier using the National Plan & Provider Enumeration System website: ([www.hnppes.cms.hhs.gov](http://www.hnppes.cms.hhs.gov)).
- 5) Licensure and/or Certification:
  - a) Copies of licensure and/or certifications are collected by the Credentialing Specialist. Documentation is stored in the Subcontracted Individual Provider's electronic personnel file.
  - b) State of Utah License are verified by the Credentialing Specialist using the Utah Division of Occupational and Professional Licensing's website ([www.secure.utah.gov/llv/](http://www.secure.utah.gov/llv/)).
  - c) Board Certifications and/or other certifications are verified via the issuing agencies website, as applicable.
- 6) Verification of Non-appearance on Exclusionary List websites:
  - a) The Credentialing Specialist checks the federal regulatory websites specified below to determine if a condition in number 1 of the Policy section above is met and has the Subcontractor Provider Applicant complete and sign the Medicaid Prohibited Attestation Form.
    - i) US Government System for Awards Management (SAM) Exclusionary List: ([www.epls.gov/epls/search.do](http://www.epls.gov/epls/search.do))
    - ii) US Department of Health and Human Services, Office of Integrity General (OIG) List of Excluded Individuals and Entities (LEIE) ([www.exclusions.oig.hhs.gov/](http://www.exclusions.oig.hhs.gov/))
- 7) Subcontractor Provider Applicant will provide a copy of Certificate of Insurance (COI) - Professional Liability Insurance, with minimum coverage limits of:
  - a) a \$1,000,000 occurrence limit and a \$3,000,000 aggregated limit to the Credentialing Specialist. A copy will be sent to the DBH Controller to verify its authenticity. Inability to provide the required Certificate of Insurance (COI) or failure to verify its authenticity will result in the suspension of the Contract Agreement process.
- 8) Subcontract Provider Applicants will be required to enroll as a Medicaid provider through the Utah Department of Health, Bureau of Medicaid Operations. DBH must terminate the contractual relationship immediately upon notification from the State that the Subcontractor Provider Applicant is not eligible to be enrolled as a Medicaid Provider, or the expiration of one one-hundred and twenty days (120) day period without enrollment of the provider; and notify affected enrollees.

## **OTHER CONTRACUAL OBLIGATIONS**

- 1) Upon credentialing approval, the Individual Subcontractor Provider Applicant will sign DBH's standard Contract Agreement that will be provided and reviewed by the DBH Legal Counsel/Compliance Officer.
- 2) Individual Subcontractor Provider Policy Manual Competency Certification:
  - a) New Individual Subcontractor Providers are given copies of DBH's Professionalism Standards as well as its Corporate Compliance Acknowledgment forms and they are signed and submitted to the Credentialing Specialist and are stored in each Individual Subcontractor Provider's electronic personnel file.
- 3) New and existing Individual Subcontractor Providers can access the Employee Handbook via DavisBehavioral Health, Inc.'s intranet site. ([www.dbh.utah.net](http://www.dbh.utah.net))
- a) Individual Subcontractor Providers are required to access the Employee Handbook and complete the acknowledgment forms, which are signed and submitted to the Credentialing Specialist and are stored in each Individual Subcontractor Provider's electronic personnel file.
- b) All updates to the Employee Handbook are communicated via e-mail, and then added to the complete Employee Handbook located on the DBH Intranet site.
- 4) New Individual Subcontractor Providers are also given a copy of the Utah Department of Human Service's Code of Conduct upon entering into a written Contract Agreement. The signed acknowledgment form is submitted to the Credentialing Specialist and included in the Individual Subcontractor Provider's electronic personnel file.
- 5) CEU Credits
  - a) Individual Subcontractor Providers maintain records and documentation for all CEU credits completed.