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Owner:	<i>Ricarda Pope-King: Provider Network Administrator</i>
Policy Area:	<i>Credentialing</i>
References:	<i>NCQA C 3</i>

Credentialing Verification Organization (CVO) Responsibilities

PROCEDURE PURPOSE

To provide guidelines for Detroit Wayne Integrated Health Network (DWIHN) contracted Credentialing Verification Organization

EXPECTED OUTCOME

Credentialing Verification Organization will conduct primary source verification of DWIHN providers' and practitioners' credentials and send files to the Credentialing Committee for final disposition.

PROCEDURE

1. The contracted Credentialing Verification Organization (CVO) must provide primary source verification (PSV) of the Credentialing Applications received from the DWIHN direct contractors/providers and their practitioners that are required to be credentialed according to the DWIHN Credentialing/Recredentialing Policy.
2. When a CVO is delegated the responsibility for PSV of the direct contractors' credentials the CVO verifies the following:
 - a. Completeness of the Organizational Credentialing Application (which is submitted via the online application called "Microsite") including the list of Board of Directors (if required) and list of staff providing services to DWIHN members.
 - b. Evidence of current accreditation by a nationally recognized accrediting organization.
 - c. Evidence of license(s), if applicable.
 - d. Evidence of Medicaid/Medicare enrollment, as appropriate.
 - e. Evidence of CHAMPS enrollment, as appropriate.
 - f. Evidence of National Provider Identifier.
 - g. Evidence of General Liability and Professional Liability with Detroit Wayne Integrated Health Network, 707 W. Milwaukee, Detroit, MI 48202 listed as additional insured.
 - h. Evidence of Workers Compensation Insurance.
 - i. Evidence of registration with System for Award Management (SAM.gov).

- j. Evidence of the List of Excluded Individuals/Entities (LEIE) Office of the Inspector General (OIG) sanctions.
 - k. Current fire safety documentation, as appropriate.
 - l. If the organizations provides any of the following services Assertive Community Treatment, Home-based Services, Intensive Crisis Stabilization, Clubhouse Psycho Social Rehabilitation, Drop In Center Program, Crisis Residential Services, Day Program Sites and Wraparound, there must evidence of enrollment by Michigan Department of Health and Human Services.
 - m. Completed W-9 form.
3. When a CVO is delegated the responsibility for PSV of the credentials and qualifications of the individual Mental Health Professionals throughout the provider networks, the CVO verifies the following:
- a. The highest college degree or diploma.
 - b. Review the résumé indicating experience in treatment services to the target population and reason for any 6-month or greater gap of employment.
 - c. License/certification/ registration with the Michigan Department of Licensing and Regulatory Affairs.
 - d. Board Certification, as appropriate.
 - e. Drug Enforcement Administration license.
 - f. Evidence of 24 hours of child/adolescent specific training shall be submitted to the CVO reviewed prior to initial credentialing.
 - g. Evidence of 48 hours of child/adolescent specific training every recredentialing cycle.
 - h. Evidence of required training hours for Qualified Mental Health Professionals, Qualified Intellectual Developmental Professionals, Qualified Behavioral Health Professionals, Substance Abuse Treatment Specialists, and Substance Abuse Prevention Specialists.
4. Additional CVO responsibilities:
- a. CVO will complete the PSV within 60 calendar days of receipt of a clean credentialing application.
 - b. CVO will verify of the credentials for all DWIHN employees that provide consumer screening, access services and utilization management decisions.
 - c. Once a credentialing decision is made by the Credentialing Committee and approved by the Medical Director or their designee, the CVO generates the notification of the credentialing status to the direct contractor or practitioners within 60 days of the decision.
 - d. CVO notifies direct contractors and practitioners of the upcoming expiration of their credentials 90 before the expiration and provides a link to the Recredentialing Application.
 - e. CVO notifies direct contractors and practitioners of incomplete files and date of pending termination of the application process.
 - f. CVO provides reports to the DWIHN on the status of credentialing activities and files each month. Direct contractors can view the progress of the organization and practitioner applications.
 - g. CVO will meet with DWIHN staff weekly to address any credentialing issues and concerns.
5. DWIHN responsibilities:
- a. DWIHN staff will monitor 100% of unclean files and validate 10% of clean files verified by the CVO.
 - b. DWIHN Credentialing Unit maintains a current database/master list of all practitioners working in

credentialed organizations (this includes Child Mental Health Professional pre-admission reviewers, autism professionals), including licensures/certifications/registration numbers and expiration dates.

PROCEDURE MONITORING & STEPS

Who monitors this procedure:	Ricarda Pope-King, Provider Network Administrator
Department:	Credentialing Unit
Frequency of monitoring:	Quarterly
Reporting provided to:	Credentialing Committee and Quality Improvement Steering Committee (QISC)
Comments: This is associated with the overarching Credentialing/Re-Credentialing policy . See the Primary Source Verification of Credentialing Information Procedure for additional information.	

Attachments

No Attachments

Approval Signatures

Approver	Date
Allison Smith: Project Manager, PMP	01/2021
Gail Parker	12/2020
Ricarda Pope-King	10/2020

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