

## BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY POLICIES AND PROCEDURES MANUAL

<b>Chapter: 8</b>	<b>Fiscal Management</b>		
<b>Section: 6</b>	<b>Contract Management</b>		
<b>Topic: 6</b>	<b>Organizational Credentialing</b>		
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### Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) to ensure the competency and qualifications of the service delivery network in the provision of specialty services and supports by credentialing and re-credentialing selected new and existing organizations in its contracted provider network prior to contract initiation and at least every two years.

### Purpose

This policy and procedure is created to ensure consumers receive the highest quality of care from the provider network by assuring that contracted organizational providers, as defined in this policy, meet the criteria and qualifications set forth by BABHA.

### Education Applies to

- All BABHA Staff
- Selected BABHA Staff, as follows: Contract & Finance Management, Clinical Leadership, Quality Improvement, and Recipient Rights/Customer Services
- All Contracted Providers:  Policy Only     Policy and Procedure
- Selected Contracted Providers, as follows: All Contracted Provider Organizations, as defined in this policy and procedure.     Policy Only     Policy and Procedure
- Other:

### Definitions

Credentialing: The administrative process for reviewing, verifying, and evaluating the qualifications and credentials to ensure organizations meet the necessary criteria to provide healthcare services.

Criminal Background Check: A primary source verification of criminal history that may include fingerprinting. It must be completed consistent with AFC licensing and other regulatory requirements.

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MDHHS: Michigan Department of Health and Human Services

MSHN: Mid-State Health Network, the Pre-Paid Inpatient Health Plan responsible for oversight of delegated functions, including credentialing activities.

Organization: For the purposes of this policy, organizations are defined as non-CMHSP, and non-IP (Individual Practitioners) as defined in C07-S01-T13 Credentialing and Privileging of Individual Practitioners.

Organizational Providers: Includes a contracted agency or facility that provides specialty support services. Organizational providers are required to credential and re-credential their directly employed and subcontract direct service providers in accordance with credentialing/re-credentialing policies and procedures.

Primary Source Verification: The process by which an organization/entity corroborates the accuracy and validity of an organization provider’s reported credentials and qualifications with the original source or allowable alternative source/designated equivalent source.

Re-credentialing: The ongoing administrative process for updating, reviewing, verifying, and evaluating the qualifications and credentials to ensure organizations meet the necessary criteria to provide healthcare services.

**Procedure**

BABHA will exercise reasonable care in selecting and maintaining the organizational providers, both primary care and specialty care, included in its contracted provider network. BABHA will initially credential and re-credential organizational providers in its network in accordance with this Policy and Procedure.

The organizational credentialing process will be implemented by the BABHA Contracts Manager and Provider Credentialing Committee, in accordance with the MDHHS Credentialing and Re-Credentialing Processes and MSHN policies/procedures on Credentialing and Recredentialing – Organizational Providers and Provider Network

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Credentialing/Recredentialing. Final recommendations (and oversight) for initial, conditional, expedited or renewal of organizational provider credentials will be made in conjunction with the BABHA Provider Credentialing Committee. The BABHA Contracts Manager will maintain records regarding organizational credentialing and re-credentialing in contract management files, including any primary source verification records and completed performance assessments.

MSHN shall provide ongoing oversight for all delegated credentialing or re-credentialing decisions and reserves the right to approve, suspend, or terminate, a provider selected by BABHA from participation in the provision of Medicaid funded services.

Organizational providers may deliver healthcare services to more than one CMHSP. BABHA reserves the right to obtain a current equivalent credentialing process or accept credentialing activities conducted by any other CMHSP in lieu of completing the process in-house. Furthermore, BABHA reserves the right to perform primary source verification of any documents as warranted. In such cases BABHA will maintain copies of the credentialing CMHSP's decisions in its administrative records.

Potential contractors expressing interest in joining the BABHA network when there is not a current need for specified services will be asked to complete a Provider Network Application and informed that BABHA will keep their materials on file for one year for future consideration.

### **BABHA Provider Credentialing Committee:**

BABHA Provider Credentialing Committee will include members qualified to assess a provider's competencies and qualifications. Members will include representatives for subject matter experts in compliance, utilization management, recipient rights, contract management, clinical services and finance. The role of the credentialing committee is to:

- Review the credentials of providers who may meet the agency's criteria for participation in the network;
- Give thoughtful consideration to credentialing information;
- Document discussions about credentialing and recredentialing

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The credentialing committee will meet at least monthly. If initial credentialing or re-credentialing requires review and approval on short notice, emergency provider credentialing committee meetings may be scheduled.

**I. Initial Credentialing:**

The initial credentialing process assists BABHA in evaluating whether or not to grant network membership to an organizational provider. BABHA will collect, review and verify specific information regarding these organizational providers to determine whether the organizational provider meets established BABHA criteria.

Organizations interested in entering BABHA’s provider network will be required to submit to the following credentialing process as a component of its overall application procedure:

1. Completion of a Provider Network Application and submission of materials as required therein, including:
  - a. Current professional and/or facility licensure, certification or registration, and any history of loss, limitation or suspension of licensure, certification or registration
  - b. Certificate(s) of Liability Insurance
  - c. Accreditation certificate (if applicable)
  - d. Attestation of Medicare, Medicaid, and Office of Inspector General (OIG) sanctions, judgments or settlements pending, and any other civil or criminal litigation related to the provider’s prior or current experiences with delivery of Medicaid, Medicare or other state/federal health care services, and any history, including felony convictions.
  - e. Proposed rates and services to be provided
  - f. References, including information regarding service delivery history for the past five years and any history of loss of organizational credentials (i.e., adverse contract actions)
  - g. Provider staff are enrolled with MDHHS Medicaid as currently required by the State Medicaid Agency, which requires passing a criminal background check by MDHHS.
  - h. Attestation to the correctness and completeness of the application and signature

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2. Organizations will be required to demonstrate evidence of internal credentialing and privileging policies and procedures per the standards of their accrediting body, e.g., Joint Commission, COA, CARF, etc. Organizations that are not CARF-accredited at a minimum must meet the CARF-approved credentialing and privileging policies of BABHA, as detailed in C07-S01-T13 Credentialing and Privileging of Individual Practitioners. This process must include evidence of criminal background checks on all its employees prior to hire, and annually. In addition, the provider will check the Office of Inspector General and Medicaid and Medicare excluded providers list to prevent fraudulent activity in accordance with C13-S02-T11 Prohibited Affiliations and Backgrounds.
  
3. Organizations interested in providing Medicaid services, such as Autism benefit services, to BABHA’s consumer population will be required to demonstrate evidence of the ability to meet MI Department of Health and Human Services (MDHHS) PIHP/CMHSP Provider Qualifications Per Medicaid Services and HCPCS/CPT Codes requirements as published on the MDHHS website.
  
4. The information submitted with the Provider Network Application will be reviewed.
  
5. A visit to the business office of the potential organizational provider to evaluate the site according to the current standards of practice and medical recordkeeping adopted by the organization may be arranged at the option of BABHA Clinical Leadership.
  
6. Confirmation that the potential provider organization has met the following BABHA credentialing standards will take place:
  - a) Provider Network Application is complete in all applicable sections
  - b) Professional and/or facility licensure, certification or registration is current and in good standing
  - c) Insurance coverage is current and meets the minimum limits required
  - d) Accreditation (if applicable) is current and in good standing. If provider is not accredited, BABHA must perform an on-site quality assessment. For solely

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community-based providers (e.g. ABA or CLS in private residences), an on-site review is not required, an alternative quality assessment is acceptable.

- e) The provider is in good standing with state and federal regulatory bodies, including Medicare, Medicaid, and OIG, in accordance with C13-S02-T11 Prohibited Affiliations and Backgrounds.
  - f) There are no malpractice lawsuits and/or judgements within the last five (5) years.
  - g) Any other civil or criminal litigation related to the provider’s prior or current experiences with delivery of Medicaid, Medicare or other state/federal health care services does not reflect systemic deficiencies that may impact the organization’s ability to perform in a manner consistent with BABHA standards.
  - h) Proposed rates are competitive to other network providers or the market place and proposed services meet agency needs.
  - i) Provider staff are enrolled with MDHHS Medicaid as currently required by the State Medicaid Agency, which requires passing a criminal background check by MDHHS.
7. The organization will be informed of the receipt of any information that varies substantially from its application/attestation. The organization will be given the opportunity to correct any alleged erroneous information. BABHA reserves the right to reject applications determined to be inadequate or less than satisfactory.
  8. Initial credentialing of all organizational providers applying for inclusion into the network must be completed within 90 calendar days of application submission. The start time begins when BABHA has received a completed signed and dated Provider Network Application from the organizational provider. Completion time is indicated when the written communication is sent to the organizational provider notifying them of BABHA’s decision.
  9. If the organization is approved to be a provider, an agreement may be developed in accordance with C08-S06-T01 Contract Development & Processing.

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10. If approved, potential organizational provider is required to meet all training requirements in the contract.
11. In addition to the credentialing standards some organizational providers will also be required to conduct criminal background checks of employees as mandated by regulatory requirements for Medicaid and/or other funding sources.
12. If not approved, the potential organizational provider will be notified in writing of the reasons for the denial of participation in the BABHA’s provider network. BABHA retains the right to approve, suspend, deny, or terminate any provider for any reason, including for lack of need.
  - a) Provider Appeal Mechanism: An appeal process is available to organizational providers when credentialing or re-credentialing is denied, suspended or terminated for any reason other than lack of need. Potential provider organizations have 30 calendar days to appeal the denial of network participation by submitting their concerns in writing to the BABHA CEO. BABHA will respond in writing within 21 calendar days with a final determination and may request that Provider submit additional information other than what was originally requested in the Provider Network Application.

**II. Re-credentialing** is the process through which BABHA will update and verify all pertinent information regarding network organizational providers prior to renewing or extending a contract. Re-credentialing of existing network providers will occur at least biennially and will include:

1. Affirmation that the provider is not excluded or debarred from participation under either Medicaid or Medicare.
2. The use of the BABHA Organizational Service Provider Risk Assessment to assess compliance and performance with the current contract(s).
3. The organizational provider will be notified prior to the expiration date of the contract of the need to send in updated information, including a new Provider Network Application

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and necessary documentation as requested to prove BABHA credentialing standards are still met. When the information is received, the submitted information is reviewed and verified.

4. Confirmation that the potential provider organization has met the following BABHA credentialing standards will take place:
  - a) Provider Network Application is complete in all applicable sections
  - b) Professional and/or facility licensure, certification or registration is current and in good standing
  - c) Insurance coverage is current and meets the minimum limits required
  - d) Accreditation (if applicable) is current and in good standing. If provider is not accredited, BABHA must perform an on-site quality assessment. For solely community-based providers (e.g., ABA or CLS in private residences), an on-site review is not required, an alternative quality assessment is acceptable.
  - e) The provider is in good standing with state and federal regulatory bodies, including Medicare, Medicaid, and OIG, in accordance with C13-S02-T11 Prohibited Affiliations and Backgrounds.
  - f) There are no malpractice lawsuits and/or judgements within the last five (5) years.
  - g) Any other civil or criminal litigation related to the provider’s prior or current experiences with delivery of Medicaid, Medicare or other state/federal health care services does not reflect systemic deficiencies that may impact the organization’s ability to perform in a manner consistent with BABHA standards.
  - h) Proposed rates are competitive to other network providers or the market place and proposed services meet agency needs.
  - i) Provider staff are enrolled with MDHHS Medicaid as currently required by the State Medicaid Agency, which requires passing a criminal background check by MDHHS.
  
5. If a provider does not provide the requested information and the recredentialing process is not completed, the provider is not able to deliver services and be reimbursed for services provided.
  
6. The organizational provider files are updated as indicated.



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7. If approved, the contract document will be renewed for an additional term.
8. If not approved, the potential organizational provider will be notified, and a determination will be made whether the services will be re-procured. Existing providers may appeal the denial in accordance with Section I. #12a of this policy and procedure.
9. BABHA will notify the PIHP in writing of the reasons for the adverse credentialing decision if due to lack of compliance or poor performance.

**III. Expedited Credentialing of Organizational Providers:**

At the discretion of the CEO, temporary credentials will be issued when it is in the best interest of beneficiaries that an organizational provider be available to provide care prior to formal completion of the entire credentialing process. The CEO or designee(s) will ensure the following:

1. Confirmation that the potential provider organization has met the following temporary credentialing standards will take place:
  - a) The provider is in good standing with state and federal regulatory bodies including Medicare, Medicaid and OIG, in accordance with C13-S02-T11 Prohibited Affiliations and Backgrounds.
  - b) Professional and/or facility licensure, certification or registration is current and in good standing
  - c) Insurance certificate is current and meets the minimum limits required
  - d) Adequate assurance that provider will complete required criminal background checks
  - e) Adequate assurance that the provider will meet training requirements in the contract
  - f) Provider has capacity and can adequately assure that they provide properly qualified and trained employees on an expedited basis as applicable to services provided.

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- Temporary credentials will be issued for a maximum of 90 calendar days. BABHA reserves the right to extend if necessary to meet program and consumer need.

**Suspension and Revocation**

Circumstances that automatically suspend credentialing status:

- *Lack of current licensure, certification, or registration* – The organizational provider does not possess a current, valid license, certification, or registration to operate in Michigan, including because a previously valid license has expired, lapsed, or has been suspended or revoked, or otherwise ceases to meet the qualification;
- *Lack of current accreditation* – The organizational provider is not accredited by an approved accrediting body as defined by state or Federal requirement;
- *Exclusion from government programs* - The organizational provider is excluded from or limited in participation in a federal or state health care program.

Credentialing suspension/revocation decisions will not include any information regarding status related to allegations or pending investigations in process associated with licensure or registration; BABHA supports a due process for all organizational providers in matters pertaining to unsubstantiated allegations of misconduct.

**IV. Conditional Credentialing Status:**

If a credentialed organizational provider is determined to be a HIGH- RISK PROVIDER (per the BABHA Organizational Service Provider Risk Assessment), then BABHA may place a provider on conditional credentialing status. BABHA also reserves the right to place an organizational provider on conditional credentialing status due to a single or series of significant events, such as adverse clinical events, serious recipient rights complaint or an adverse action against licensure. Limited or suspended licenses may result in withdrawal of credentials if it poses a risk to consumers.

- BABHA will notify the provider in writing of their transfer to conditional credentialing status and will specify the credentialing standards that are no longer met. The provider will have 30 calendar days to appeal in accordance with Section I. #12a of this policy and procedure.

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2. If the nature of the risk does not necessitate immediate termination of credentials (per BABHA procedures) BABHA will give provider, the opportunity to remediate by submitting a corrective action plan. Corrective action plans are subject to BABHA approval and provider will be subject to additional oversight by BABHA.
3. BABHA may withhold further referrals of consumers for services.
4. Depending on the nature of the risk, BABHA may be required to report the conditional credentialing status to the PIHP, LARA, or other authorities.
5. BABHA has a maximum of 12 months for organizational providers to remain on conditional credentialing status. Conditional status will be discontinued once the corrective action plan is met. If the corrective action plan is not met during that time period, BABHA will take action to sanction or terminate the provider.

**V. Provider Obligations and Disclosures**

Throughout the credentialing cycle, the organizational provider is responsible for disclosing all of the following, but not limited to:

1. Responding to requests for information made by BABHA; and
2. Keeping BABHA informed of any changes in the organizations or its workforce’s status relative to the criteria. An organizational provider should notify BABHA immediately regarding any:
  - a) Exclusion from the Medicare or Medicaid programs, including but not limited to any actions taken for non-compliance or criminal conviction as articulated in C13-S02-T11: Prohibited Affiliations and/or Exclusion or Conviction.
  - b) Cancellation of insurance
  - c) Loss of licensure or transition to conditional or provisional status
  - d) Loss of accreditation or transition to conditional or provisional status
  - e) Any change in capacity to deliver services to consumers under contract

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- f) Reporting of Adverse Events per C03-S04-T01 Reporting and Investigation of Adverse Events
- g) Reporting of Recipient Rights incidents per C03-S03-T01 Abuse and Neglect
- h) Reporting of suspected Fraud and Abuse per C13-S02-T01 Internal Reporting (HOT-LINE)

**VI. Sanctioning and Termination:**

1. BABHA may utilize a variety of means to ensure compliance with applicable requirements and organizational credentialing standards. BABHA will pursue remedial actions (such as conditional credentialing status) and possibly sanctions, including intermediate sanctions, as needed, to resolve outstanding contract violations and performance concerns. The use of remedies and sanctions will typically follow a progressive approach, but BABHA reserves the right to deviate from the progression, as needed, to seek correction of serious, repeated, or pattern of substantial non-compliance or performance problems. The application of remedies and sanctions shall be a matter of public record.
2. Approval will be obtained from the PIHP before financial penalty or fine is imposed against an organizational provider.
3. In the event that sanctioning has been ineffective, or inefficient due to the severity of performance issues, termination of the organizational provider’s credentials and/or contract is necessary. Refer to C08-S06-T04 Provider Sanctioning and Termination Procedures.
4. BABHA will notify the PIHP in writing of the reasons for termination of an organizational provider.

**VII. BABHA Organizational Service Provider Risk Assessment:**

1. BABHA will complete the Organizational Service Provider Risk Assessment in conjunction with the renewal of organizational provider credentials on a biennial basis for contracted service providers.
2. BABHA will post summary reports regarding provider performance on the BABHA website for review by the public, in accord with managed care requirements.

**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY  
POLICIES AND PROCEDURES MANUAL**

<b>Chapter: 8</b>	<b>Fiscal Management</b>		
<b>Section: 6</b>	<b>Contract Management</b>		
<b>Topic: 6</b>	<b>Organizational Credentialing</b>		
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**Attachments**

Organization Credentialing Checklist  
 Organizational Service Provider Risk Assessment  
 Organizational Credentialing Matrix

**Related Forms**

Provider Network Application (Medworxx-C07-S01-T13)

**Related Materials**

N/A

**References/Legal Authority**

- MDHHS Managed Medicaid Specialty Supports and Services Contract and Technical Requirements for Credentialing
- 42 CFR 438.608 Fed Medicaid Managed Care Rules

## BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY POLICIES AND PROCEDURES MANUAL

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SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
E. Lewis	M. Rozek	01/13/16	New, Replacement	New P&P; replaces AAM Technical Requirement 2-2 Organizations Process.
E. Lewis	M. Rozek	5/18/17	Revision	Added tertiary providers to I.2 due to potential for professional staff employed at these agencies
E. Lewis	E. Lesniak	11/26/18	No Changes	Triennial Review
E. Lewis	E. Lesniak	8/4/2020	Revision	Revised per new MDHHS Provider Fitness criteria
S. Gunsell	M. Rozek	9/30/21	Revision	Triennial review, format changes
S. Gunsell	M. Rozek	1/8/24	Revision	Revised to align with the MDHHS Credentialing and Recredentialing Processes and MSHN policies/procedures on Credentialing and Recredentialing – Organizational Providers and Provider Network Credentialing/Recredentialing.
S. Gunsell	M. Rozek	10/21/24	Revision	Triennial Review, formatting changes-on page three added the language “for one year”