

SAMPLE CREDENTIALING PROCESSES TO MINIMIZE COMPLIANCE ISSUES

Employees & Contractors

- Job descriptions detail each qualification required for the position, including for positions held by independent contractors (make sure to include all qualifications, including any DEA and state controlled substance registrations, board certification, ATLS, etc.).
- Job descriptions are reviewed annually or as needed to incorporate any updates or changes.
- Any remote or telehealth positions identify where the employee/contractor will perform the services and where patients will be located when accessing the services and there are processes in place to ensure those applicable state laws/rules are reviewed to determine the required state license(s) the employee/contractor must have. If locations will be added, the added state(s) are reviewed to determine licensure requirements.
- Consider a checklist for each job description that identifies each qualification, as well as background check and screening which must be passed, and requires someone to check off, date, and initial when documentation has been received confirming requirement has been satisfied. Maintain checklist and the supporting documentation in personnel or contractor file.
- If any qualifications will be satisfied after the individual's start date, ensure there is a defined process to docket the due date, remind staff to follow up prior to the due date, and procedures for handling any qualifications not received by the required due date.
- Ensure there's a process for adding new employees and contractors to routine screening protocols, such as your monthly excluded provider checks, and the process includes checking all former and current names of the individual.
- Any process of removing individuals from screening protocols happens after the employee/contractor's effective date of termination.
- If a third party contractor is responsible for ensuring its employees/contractors providing services for you meet the required qualifications, ensure there's a process in place for substantiation of an individual's qualifications.

Medical Staff/Clinical Privileges

- Credentialing applications are tailored to the organization based on the services/procedures offered by the organization.
- Credentialing applications are tailored to licensure (physician, PA, NP, etc.) and any privileges dependent on specific qualifications are flagged to help ensure applicant doesn't apply for privileges he/she doesn't qualify for.
- Credentialing applications are reviewed annually or as needed to incorporate any updates or changes.
- Processes are in place to screen any privilege request forms prior to routing through medical staff approval to ensure the applicant has the qualifications needed for each of the credentials the applicant is requesting. If any issues are identified, there is a process to send the application back to the applicant noting the concern and giving them an opportunity to correct and resubmit.
- Ensure there's a process for adding new medical staff members to routine screening protocols, such as your monthly excluded provider checks, and the process includes checking all former and current names of the individual.
- Reappointment processes start sufficiently in advance of expiration of current appointment.

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