Behavioral Health Organizational Staff Credentialing Overview

DISCLAIMER: Due to ongoing changes in credentialing requirements and legislation, please check with your Compliance or Legal officer to confirm your facility’s credentialing program complies with state, federal, and/or accrediting body standards and guidelines.
Behavioal Health Organizational Staff Credentialing

- Credentials verification applies to licensed staff, certified and registered staff.

- Credentials verification also applies to all Professional and/or Substance Abuse/Chemical Dependency staff.

- Credentialing and re-credentialing standards for the organization must meet state regulations for the organization to obtain and maintain state licensure or certification, as required.

- Licensed, certified, and registered staff who do not meet the credentialing criteria may not treat Magellan members.

- Additionally, providers must still comply with all standards outlined in the FL Medicaid Coverage and Limitations Handbook.
The organization must have written policies and procedures for selection, hiring, credentialing, re-credentialing and ongoing monitoring of licensed and certified staff. As evidenced by credentialing files.

It is expected that all laws or state regulations pertaining to the credentialing and re-credentialing of staff will be included in the organization’s policies and procedures.

The following criteria are applied to licensed professional staff and other direct care staff. The organization:

- Has job descriptions for all positions that involve direct service provision that include roles, responsibilities, minimum qualifications, and reporting relationships. Minimum qualifications are appropriate to scope of service.
- Conducts new employee orientation and training appropriate to staff role and function.
- Conducts ongoing training and professional development to enhance clinical skills and support communication of administrative materials.

Has policies and procedures for clinical supervision of non-licensed staff and/or those who are required to work under supervision of a licensed staff. Personnel files of such staff contain evidence of this supervision.

Administration/management reviews annual clinical staff turnover rate with an analysis of trends. An action plan is implemented if rates exceed 30%.

Has a clinical director who:
  • Has responsibility for oversight of clinical program;
  • Has relevant advanced degree in behavioral health and appropriate licensure or certification in behavioral health;
  • Has responsibility for oversight of the clinical quality of organizational services.

Has a medical director or lead psychiatrist* who:
  • Has responsibility for oversight of medical aspects of the program;
  • Has responsibility for oversight of medical quality of organizational services. (This role is held by one physician.)
The following elements require review of policies and procedures, as well as a sample of personnel and credentialing files.

Verifications for all direct care staff include:

- Evidence of current licensure, certification, registration if required for positions.
- Completion of appropriate degree or training program (e.g., transcripts, copies of degree).
- Appropriate reference checks (by letter or telephone).
- A statement from each employee applicant regarding the following:
  - capable of performing essential functions of job with or without accommodation;
  - lack of present illegal substance use;
  - any history of loss of license (if applicable);
  - any history of loss or limitation of privileges or disciplinary actions (if applicable);
  - reporting of current or past adverse actions that may present risk management concerns (malpractice actions, insurance cancellations, criminal convictions, Medicare/Medicaid sanctions; ethical violations); and
  - eligible to become a Medicaid provider.
Policies and Procedures for Staff Credentialing

- Ongoing Monitoring of direct care staff and practitioners to:
  - Immediately report to Magellan any change in the status of any of the above credentials; and
  - Immediately report to Magellan any complaint or action by a licensing board, OIG, state Medicaid agency, legal charge or a professional liability action filed that could reasonably lead to a change in credentials.
Initial Primary Source Verification

- In addition to the criteria that applies to all direct care staff, primary source verification of licensed, certified, or registered staff must also be completed.

- The organization must verify credentials from primary NCQA-approved sources.
  *Criteria must be verified through a primary source.
  +PSV required only at initial credentialing or if additional education has been obtained.
  
  - Current professional license;
  - Presence of any license sanctions;
  - Education and training (*some instances may be covered by state licensure PSV)*;
  - Board Certification (Physicians and Nurses only)*;
  - For prescribers: DEA registration (copy of certificate)
  - Relevant work history (verified previous 5 years);
  - National Practitioner Databank if the organization is a querying entity*
    - Professional Liability Claims History (NPDB provides)
    - Medicare/Medicaid Sanctions and Exclusions (NPDB provides)
  - Medicare/Medicaid federal sanctions and Exclusions*
Initial Primary Source Verification

- Medicaid state sanctions and exclusions: applicable State Exclusions/Sanctions websites, lists and databases;*

- Professional liability claims history (that resulted in settlements, judgments paid on behalf of staff);*

- Current malpractice coverage face sheet (unless covered by the organization);

- Specific to physicians: primary source verification includes clinical hospital privileges.
Staff Performance Evaluation

- Conducts annual performance evaluation of clinical staff.

- Monitoring of staff licensed, certified, or registered at performance evaluation or re-credentialing.* Monitoring includes, minimally:
  - All licenses are current and valid, with no sanctions, restrictions or limitations in scope of practice as defined by the state Board of Medical Examiners or licensing agent*; and
  - Medicare/ Medicaid sanctions*; and
  - Any criminal violations*; and
  - Any subsequent malpractice actions where judgment, settlement made on behalf of staff.*
  - Consider any collected information regarding performance within the organization, including any information collected through the quality management program.
Staff Re-Credentialing

- Re-credentialing is conducted at least every three years from prior credentialing event.

- All elements listed under initial credentialing are re-verified with the exception of education and training and work history. However, if additional education has been obtained since last credentialing event it is verified.

- Consider any collected information regarding performance within the organization, including any information collected through the quality management program.
Monthly monitoring of licensed, certified, or registered staff. Monitoring includes, minimally:

- All licenses are current and valid, with no sanctions, restrictions or limitations in scope of practice as defined by the state Board of Medical Examiners or licensing agent*; and
- Medicare/ Medicaid sanctions*; and
- Any criminal violations*; and
- Any subsequent malpractice actions where judgment, settlement made on behalf of staff*.

Organization shall immediately notify Magellan of any debarment, suspension, termination or exclusion described above of any employee or subcontractor. Organization acknowledges and agrees that failure to provide such notice entitles Magellan to immediately terminate the Agreement upon written notice to the Provider.

Licensed, certified, and registered staff who do not meet the credentialing criteria may not treat Magellan members.
Verification Methods and Documentation

- Completion of an employment/credentialing application that is signed by the employee attesting to the accuracy and completion of the information. A Curriculum Vitae can be used in addition to the application for collection of work history.

- Organization may conduct oral, written and Internet verification of credentialing information, but should specify which source is used.

- Verification Methods:
  - *For oral or verbal verification*, received by the organization, the organization staff person who verified the credentials must date, sign or initial and note the credentials verified.
  
  - *For written verification*, in the form of letter or cumulative report, use the date of the official document (date on the letter or report), not the receipt date, as the verification date. The organization's staff person who verified the credentials must sign or initial the verification.
  
  - *For Internet and electronic verification*, use the search conducted on date when the information is retrieved. The organization's staff person who verified the credentials must sign or initial the verification.
Verification Methods and Documentation

- **Internet Verification Method**
  - **Verification Date**: Use the search conducted on date.
  - **Contact**: Entity that provided the primary source verification.

- **Phone Verification Method**
  - **Verification Date**: Date the staff person verified the credential.
  - **Contact**: Name of the Entity/Source used and the name of the person who provided the verification.

- **Written Verification Method**
  - **Date of the official document**.
  - **Contact**: Name of verifying entity, reporting agency and/or name of individual who provided the primary source verification.

- **A complete verification must contain the following**:
  - The name of verifying entity, the phone number or internet address, the name of person spoken to (phone method), the credentials verified, the date of the verification, and the staff person’s name collecting the verification and the date.
License
Primary Source Verification

- Verify all professional licenses. If a staff was licensed in more than one state in the most recent five-year period, the query includes all states in which they worked.

- Staff licenses must be current, valid, unrestricted, unencumbered without terms, conditions and/or limitation, including probationary status.

- To verify FL professional licenses for MDs, DOs, PHDs, SWs, APRNs, LMFTs and LMHCs, use this website:
  - http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP
Review of information on sanctions, restrictions on licensure and limitations on scope of practice covers the most recent five (5)-year period available through the data source. If a staff was licensed in more than one state in the most recent five-year period, the query includes all states in which he or she worked.

- To obtain verification of an employee’s license sanction information, restrictions or limitations on scope of practice use this website for all FL State Healthcare providers: http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP

- License/Activity Status: if anything other than Clear/Active is displayed, click on the link for the definition of the status. Review 'staff Profile Tab' for additional information. Verification under the headings Discipline on File and Public Complaint.
Must verify Work History for the previous five (5) years.

Verification Source(s):

- Submission by the staff of a curriculum vitae, which displays five (5) years of relevant work history, with a written or verbal explanation of gaps of exceeding six (6) months or more or written explanation of gaps exceeding one (1) year; or
- Completion of the work history grid on the application, which displays a minimum five (5) years of relevant work history, with a written explanation of gaps of six (6) months or more.

The work history must include the beginning and ending month and year of each position in the employment history. If the staff has had continuous employment in the same employment situation for five (5) years or more, there is no gap in work history and provision of the year only is sufficient.

If the staff has practiced fewer than five (5) years from the date of verification of work history, history starts at the time of initial licensure.
Background Screening

The contractor shall ensure that, prior to providing services, all persons having access to vulnerable elders and children, their living area, funds or personal property, or protected health information pertaining to such individuals, shall pass a Level II criminal background screening in accordance with the requirements of s. 430.0402 and ch. 435, F.S., as amended. These provisions shall apply to employees, subcontractors, consultants, direct service providers and volunteers. Consequently, any commitment for employment, purchase of services, or volunteer program participation shall be contingent upon the passing of a Level II background check. The background screening shall include employment history checks as provided in s. 435.03(1), F.S., and both local and national criminal record checks coordinated through law enforcement agencies.
Medicaid ID Number
Primary Source Verification

For proper payment services please follow the below steps:

For staff that provide direct services and are not currently enrolled in Medicaid must become known to Medicaid.

Becoming known to Medicaid means that the provider must have a FFS Medicaid number, or request a Managed Care Treating Provider Number through submitting the following document found on this website link:

http://portal.flmmis.com/FLPublic/Portals/0/StaticContent/Public/Public%20Misc%20Files/MCO%20Treat%20Prov%20Reg%20Rev%20081709.pdf

Mail document to Magellan at P.O. Box 1619, Attention: Network, Alpharetta, GA 30009
Professional Malpractice Coverage
Primary Source Verification

- Organization must either provide professional liability coverage or verify coverage carried by practitioners.

- Must meet minimum requirements for professional liability insurance coverage.
  - Physicians must carry professional liability insurance coverage of $500,000 per occurrence and $1,500,000 aggregate.
  - Nurses may carry professional liability insurance coverage of $250,000/$750,000
  - Limits lower than this amount will be considered and approved on an exception basis.

- Verification Source:
  - Photocopy of the current professional liability face sheet issued by the insurance carrier; submitted by staff or carrier.
Must obtain confirmation of the past five (5) years history of malpractice settlements.

- Verification Source(s):
  - If the organization is a querying entity; National Databank (NPDB-HIPDB) is the source to query for verification of professional liability claims history; or
    - [https://www.npdb-hipdb.hrsa.gov/Login.jsp](https://www.npdb-hipdb.hrsa.gov/Login.jsp)
  - Written response from the employee’s insurance carrier(s) for previous claims settlement.
  - If covered by your organization’s malpractice policy follow your standard operating procedures.
Review for Medicare/ Medicaid sanctions and exclusions.

- Verification Source(s):
  - National Data Bank – Healthcare Integrity and Protection Data Bank
    - [https://www.npdb-hipdb.hrsa.gov/Login.jsp](https://www.npdb-hipdb.hrsa.gov/Login.jsp)
  - Office of Inspector General (OIG)
    - [http://exclusions.oig.hhs.gov/search.html](http://exclusions.oig.hhs.gov/search.html)
  - General Services Administration (GSA)
    - [https://www.sam.gov/portal/public/SAM/](https://www.sam.gov/portal/public/SAM/)
  - FL State Medicaid Web Links
    - [http://apps.ahca.myflorida.com/dm_web/(S(S53eyg02luyycvnlnvqdxik))/default.aspx](http://apps.ahca.myflorida.com/dm_web/(S(S53eyg02luyycvnlnvqdxik))/default.aspx)
Education and Training – Physicians
Primary Source Verification

The organization must verify the highest level of education and training obtained.

- Graduation from medical school, or
- Residency, or
- Board Certification.

Residency training program.

- For medical doctors, NCQA only recognizes residency programs that have been accredited by the Accreditation Council for Graduate Medical Education (ACGME), the American Osteopathic Association (AOA) in the United States, the College of Family Physicians of Canada (CFPC) or the Royal College of Physicians and Surgeons of Canada.

For professional licenses MD and DOs, FL state licensing agencies, primary source verify education and training prior to issuing a license. Use this website to verify a physician’s degree and residency training:

- [http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP](http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP)
Other primary source verification methods to verify education and training of Physician’s include:

- Medical school transcripts in the institution’s sealed envelope with an unbroken seal;
- American Medical Association (AMA) Physician Master File website; or (AMA) [http://www.ama-assn.org/](http://www.ama-assn.org/) or;
- AOA Official Osteopathic Physician Profile Report or AOA Physician Master File; or (AOA) [https://www.doprofiles.org/index.cfm](https://www.doprofiles.org/index.cfm) or;
- Verification of Board certification or membership from a specialty board, registry, or professional association where such organizations indicate primary source verification of degree and/or physician residency training program is completed as a condition of certification or membership.
The organization must document the expiration date of the board certification within a staff's credentialing file. If the staff has a lifetime board certification that does not expire, the organization must verify the certification status during initial and re-credentialing cycles. If the medical board does not provide the expiration date for a staff's board certification, the organization must verify that the board certification is current and document the date of verification.

Verification Source(s):

- American Board of Medical Specialties (ABMS) Official Display Agent, CertiFacts On-Line website for both MD & DO physicians; or
  - (CertiFacts) [https://www.certifacts.org/DC/Login.aspx?ReturnUrl=%2fDC%2fDCBasicSearch.aspx](https://www.certifacts.org/DC/Login.aspx?ReturnUrl=%2fDC%2fDCBasicSearch.aspx)
- American Medical Association (AMA) Physician Master File; or
- American Osteopathic Association (AOA) Official Osteopathic Physician Profile Report or Physician Master File website; or
  - (AOA) [https://www.doprofiles.org/index.cfm](https://www.doprofiles.org/index.cfm)
  - American Board of Addictions Medicine (ABAM): website.
  - (ABAM) [http://www.abam.net/](http://www.abam.net/)
DEA Registration – Physicians
Primary Source Verification

- Must verify employee’s Drug Enforcement Agency (DEA) registration in all states of practice.

- Verification Source(s):
  - Internet website for DEA registration: [http://deanumber.com/](http://deanumber.com/) or
  - Copy of current DEA registration from the staff.
The organization must verify the highest level of education and training obtained.

- Master’s or Doctorate Degree in Nursing

Hold licensure as a Registered Nurse (RN) and/or as an Advance Practice Registered Nurse in the state in which they practice. For license verification please use this website.

- [http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP](http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP)

The Advanced Practice Registered Nurses must hold Board Certification as a Psychiatric Mental Health Clinical Nurse Specialist (PMHCNS-BC) or Psychiatric Mental Health Nurse staff (PMHNP-BC) issued by the American Nurses Credentialing Center (ANCC) with specialty as:

- Clinical Nurse Specialist in Child and Adolescent Mental Health Nursing; or
- Clinical Nurse Specialist in Adult Psychiatric and Mental Health Nursing; or
- Adult Psychiatric and Mental Health Nurse staff; or
- Family Psychiatric and Mental Health Nurse staff.
Board certification must be verified as current and valid.

The American Nurses Credentialing Center (ANCC) primary source verifies education and training prior to issuing a certification.

Verification Source:
- American Nurses Credentialing Center (ANCC) a written request for verification of advanced practice registered nurse certification. Companies are charged $50 per verification.
  - [http://www.nursecredentialing.org/Certification/VerifyCertification.aspx](http://www.nursecredentialing.org/Certification/VerifyCertification.aspx)

Nurses Board Certification Verification Source(s):
- American Nurses Credentialing Center (ANCC) a written response for advanced practice registered nurse certification. Companies are charged $50 per verification.
  - [http://www.nursecredentialing.org/Certification/VerifyCertification.aspx](http://www.nursecredentialing.org/Certification/VerifyCertification.aspx)
Nurses with prescriptive authority must also meet the following requirements:

- Hold current State licensure, that allows the Advanced Practice Psychiatric Nurse to prescribe medication;
- Hold a current and unrestricted Federal Drug Enforcement Administration (DEA) registration; and
- Attest to collaborative practice with a physician consistent with the licensure requirements in the state in which they hold prescriptive authority; and
- Meet one (1) of the following education and training criteria below
  - Completion of a minimum of a three (3) credit hour course on pharmacology at an accredited university within five (5) years prior to applying for credentialing. **Documentation:** Written verification from teaching institution, including classes taken, dates of attendance and applicable credit hours; or
  - Completion of a minimum of thirty (30) CEUs on pharmacology within two (2) years prior to application to the panel. **Documentation:** Certificate of Attendance from the entity conducting the CEU program.
For Advanced Practice Nurses with Prescriptive Authority:

Must verify employee’s Drug Enforcement Agency (DEA) registration in all states of practice.

- Verification source(s):
  - Internet website for DEA registration: http://deanumber.com/ or
  - Copy of current DEA registration from the staff.
Psychologists are required to meet the following education and training:

- Hold a doctoral degree from a regionally accredited university or professional school, with a dissertation primarily psychological in nature, with a specialty in Clinical, Counseling or Professional-Scientific Psychology;
- If the educational degree specialty condition is not met, at least one of the following applies:
  a) Council for the National Register of Health Service Providers in Psychology (NHR) certified; or
  b) American Board of Professional Psychology (ABPP) Diplomat in Clinical, Counseling, Family Psychology, Neuropsychology or Health Psychology; or
  c) Completed an APA-accredited Clinical or Counseling re-specialization program with completion of an APA-accredited internship; or
  d) Hold the license title includes language “clinical psychologist” or “health service provider” designation as identified by Magellan Accreditation and Compliance Department and approved by the National Network and Credentialing Committee (NNCC).
- Have completed supervised clinical experience(s), inclusive of pre-doctoral internships and post-doctoral supervised experience that have met state requirements for licensure in the state in which they hold a doctoral-level psychologist license.
Education and Training – Psychologists
Primary Source Verification

- All psychologists must hold licensure at the doctoral level in the state in which they practice.
  - Psychologist Education and Training Verification Source(s):
  - For professional Psychologists FL state licensing agencies, primary source verify education and training prior to issuing a license. Use this website to verify a physician’s degree, internship training and licensure status:
    - [http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP](http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP)

- Other education and training verification source(s):
  - Phone or written response to a query of the school, institution or internship training program; or
  - Verification of Board certification from one of the specialty boards below as they indicate primary source verification of degree is completed as a condition of certification.
    - The National Register of Health Service Providers (NHR)
    - [http://www.nationalregisterpro.org/nrpro_login.html](http://www.nationalregisterpro.org/nrpro_login.html)
    - American Board of Professional Psychology (ABPP).
    - [http://www.abpp.org](http://www.abpp.org)
Clinical Social Workers must:

- Hold a masters’ degree or doctoral degree in Social Work from a school accredited by the Council on Social Work Education; and
- Be licensed at the highest level in the state for independent practice in the state in which they practice; and
- Have two (2) years post-masters’ degree experience of at least three thousand (3,000) hours of direct client contact.

FL Licensed Clinical Social Worker (LCSW) is the acceptable license type which meets the above licensure criteria.

For professional LCSWs, FL state licensing agencies, primary source verify education and training prior to issuing a license. Use this website to verify a social workers degree, and license status:

- [http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP](http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP)

Institutional Accreditations Verification Source(s):

- Council of Social Work Education (CSWE) directory
Education and Training – Masters Prepared Therapists
Primary Source Verification

- Hold a Magellan Health Services acceptable licensure or certification in an accepted human services specialty at an independent practice level in the state in which they practice; and
- Be vendor eligible; and
- Hold state licensure which includes:
  - Successful completion of a written exam; and
  - Masters degree in a human services-related field of study; and
  - Two (2) years, totaling at least three thousand (3,000) hours, of documented post masters’ clinical practice in mental health and/or substance abuse under a state licensed/certified supervisor in the practitioner’s field of specialty; and
  - Primary source verification of written exam, degree and supervised experience is completed by the state licensing board.

- (FL) Acceptable Licensed Masters Prepared Therapists that meet the above criteria:
  - (FL) Licensed Marriage & Family Therapist
  - (FL) Licensed Mental Health Counselor

- For professional FL Masters Prepared Therapists state licensing agency primary source verify education and training prior to issuing a license. Use this website to verify a Masters Prepared Therapists degree and training:
  - [http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP](http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP)
Please follow the attestation link to complete the attestation form and return by fax to 1-888-656-6679