

# Credentialing by Medicare Advantage Organizations

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# MAO Credentialing

- Credentialing of Providers is required under the Social Security Act, Section 1852. See also, Code of Federal Regulations- 42 CFR 422.204 , and the Medicare Managed Care Manual, Chapter 6.
- This presentation focuses mostly on Physician Credentialing by Medicare Advantage Organizations (MAO).
- MAO has ultimate responsibility to assure that the credentials of all network providers are verified even when credentialing is delegated.



# Credentialing General Principles

- Credentialing is required for: All physicians who provide services to the MAO's members and All Other types of Health Care Professionals who provide services to the enrollees, and are permitted to practice independently under State law.
- Two general provider types - Individual and Institutional
- This brief presentation focuses on Individual credentialing – in particular, primary source verification.
- Recredentialing required every 3 years.



# Credentials to Verified by MAO

- The credentials to be verified are:
  - License
  - Board Certification
  - Education
  - Clinical Privileges (if applicable)
  - Medical Malpractice Insurance
  - DEA/CDS Certificate
  - National Practitioner Data Bank Information
  - Sanctions or Limitations on Licensure
  - Eligibility for Participation in Medicare (Excluded and Opt-Out)
  - Quality of Care Issues, Grievances etc.(usually at recredentialing)
- In addition, credentialing must include a Completed Application and the use of Current Documents ( The information used in the review must be no more than 6 months old on the date of determination.)



## Secondary(Non Primary) Source Verification

- For many of the credentials, secondary sources can be used and for some the provider attestation can be enough.
- In other words, MAO can accept the documents provided such as a copy of the Insurance Coverage or a copy of the DEA certificate.
- But, MAO must check for a history of professional liability claims that resulted in settlements or judgments. Get this information from the malpractice carrier or the National Practitioner Data Bank (NPDB). Usually this means you must have account with NPDB.
- Also MAO must check for Excluded and Opt Out (Part A & B MAC -First Coast Service Options, Inc., HHS OIG Exclusions)



## Primary Source Verification (PSV)

- Primary Source Verification is required for:
- License
- Highest Level of Health Care Professional Education
- Board Certification ( if applicable)
- A “Primary Source” is an organization or entity with legal responsibility for originating a document and ensuring the accuracy of the information it conveys.



## License PSV

- A current valid license to practice is required.
- Verification must show that the license was in effect at the time of the credentialing decision.
- The MAO must verify the license directly with the agency responsible for issuing licenses. I understand here in PR, for physicians, this is the Junta de Licenciamiento y Disciplina Médica.



## License PSV

- You must show that the license was verified with the Junta de Licenciamiento y Disciplina Médica (or other licensing body for other professionals). Good standing directly from the Junta to MAO is acceptable.
- If the best available verification method is a CD published by the Junta, we have allowed the use because it is the most current.





## Highest Level of Education PSV

- Verification is required only for the Highest level of education or training attained.
- Again, go to the source.
- If residency is the highest level for a physician, verify directly with the residency program.
- Has to be done usually only at Initial credentialing.
- Exception: Board certified physicians. Verifying with Board is enough to show highest level. Board did the education verification for you.



# Board Certification

- If the physician is Board certified, this information must be verified with the certifying board, usually the American Board of Medical Specialties (ABMS).
- CMS does not generally have a requirement that the network physician must be board certified. But if the physician is board certified, the certification must be verified.
- This usually means that the MAO must establish an account with the Board to access the data.
- Repeat: CMS accepts your verification with the Board as meeting the requirement to verify highest level of education.



## Alternative to Primary Source: CVO

- Primary Source Verification may also be achieved through the use of industry recognized verification sources.
- These sources are generally referred to as Credential Verification Organizations (CVO)
- The nationally recognized accrediting organizations specify which sources they consider to be primary sources for verifying credentials.
- Examples: AMA and NCQA certified CVOs.



# Summary

- This brief presentation was on the topic of Credentialing by the MAO.
- Focus was mostly on Physicians but also applies to all Health Care Professionals.
- Credentials needing verification were listed.
- Those credentials that require Primary Source Verification were stressed. They are: License, Education and Board Certification.
- We hope this presentation is helpful to you. Thank you for your attention.

