



Practitioner Credentialing Application Frequently Asked Questions (FAQs)

What is credentialing?

Prior to allowing network participation, GOBHI verifies a practitioner's credentials, including but not limited to a valid license to practice, education and training, and malpractice history. Information provided within the application will be verified through several entities including the Office of Inspector General, the National Practitioner Data Bank (NPDB) and the appropriate licensing and educational entities.

Is credentialing different than contracting?

Yes. Credentialing and contracting are two separate parts of the practitioner and organizational provider enrollment process. A credentialing approval allows the practitioner or organizational provider to be part of an in-network agreement. Credentialing is required every three years to maintain eligibility. The contracting process is separate and determines the reimbursement rate and in-network status for member plans.

What practitioner types requires credentialing?

GOBHI requires credentialing for the following licensed practitioner types:

- Medical Doctor
- Psychiatrist
- PhD Psychologist
- Doctor of Psychology (PsyD)
- Nurse Practitioner
- Registered Nurse (RN)
- Physician Assistant
- Licensed Professional Counselor (LPC)
- Licensed Clinical Social Worker (LCSW)
- Licensed Marriage and Family Therapist (LMFT)

How do I submit my credentialing documents?

Credentialing documents can be submitted via secure drop box to <https://gobhi.sharefile.com/remote/29d59227-b2e3-4b17-896e-023045c4b8dd> or send to secure e-mail at credentialing@gobhi.net. If the documents are submitted via e-mail, #SECURE# must be in subject line along with the appropriate practitioner's name.

Must credentialing documents that require the practitioner's signature be notarized?

No. Digital, electronic, scanned or photocopied signatures on the OPCA are acceptable. Signature stamps are not acceptable unless the practitioner is physically impaired.

How often do I have to update my credentialing documents?

Your credentialing documents must be updated any time your information changes and/or once every three years.

How long does it take to process my credentialing application?

Once the credentialing application is complete (see GOBHI Practitioner Credentialing Application Checklist for the documents and information that must be submitted), the application package will be considered by GOBHI's Credentialing Committee. This process usually takes about 30 days. You will be notified of the disposition of your application within 30 days of the Credentialing Committee's decision.

What information from my application will be made available to enrolled members?

Federal regulations at 42 CFR 438.10 require that the following information be made available to enrolled members in the provider directory (in paper form upon request and electronic form):

- The provider's name as well as any group affiliation
- [Provider facility] Street address(es)
- [Provider facility] Telephone number(s)
- [Provider facility] Web site URL, as appropriate
- [Practitioner] specialty, as appropriate
- Whether the provider [Practitioner] will accept new enrollees
- The provider's cultural and linguistic capabilities, including languages (including American Sign Language) offered by the provider or a skilled medical interpreter at the provider's office, and whether the provider has completed cultural competence training.
- Whether the provider's office/facility has accommodations for people with physical disabilities, including offices, exam room(s) and equipment.

Additionally, the National Council on Quality Assurance (NCQA) requires that GOBHI tell enrolled members how to obtain the following practitioner information, upon request:

- [Practitioner] professional qualifications
- [Practitioner] residency completion
- [Practitioner] board certification status

What is the Oregon Common Credentialing Program, when will it start, and will it affect my credentialing status with GOBHI?

The Oregon Common Credentialing Program (OCCP) was established in 2013 with the passage of Senate Bill (SB) 604. SB 604 was supported by the Oregon Medical Association, the Oregon Association for Hospitals and Health Systems, and the Oregon Health Leadership Council, among others. The OCCP will provide credentialing organizations access to information necessary to credential or re-credential all health care practitioners in the state. It will include:

- A centralized web-based electronic system that will collect, store, and maintain practitioner credentialing information
- A process for collecting and verifying most credentialing information
- A process for practitioners or designees to access the web-based system to submit information necessary for credentialing upon initial application, providing attestations every 120 days
- A process for credentialing organizations to input, access, and retrieve practitioner credentialing information

Once implemented in late 2018, the OCCP should minimize practitioner burdens and credentialing organization redundancies experienced in the current credentialing process. However, the OCCP will not replace GOBHI's decision process to credential a practitioner or cover all of the aspects of practitioner credentialing that GOBHI is required to verify and monitor. After the implementation of OCCP, GOBHI will still collect and monitor, the minimum, of the following:

- The GOBHI OPCA Addendum
- The OCCP web-based practitioner system
- The National Practitioner Data Bank (NPDB)
- Practitioner adverse events/incidents

All licensed practitioners are required to enroll in OCCP regardless of their credentialing status with GOBHI or any other credentialing organization. The OCCP will not be leveraging any practitioner credentialing information that any credentialing organization has on file. However, GOBHI staff will assist any current, credentialed, in-network GOBHI practitioners by supplying the practitioner with electronic verifications that we have on file, upon request.

GOBHI must enroll into the OCCP as credentialing organization by August 31, 2018, and practitioners must enroll in the program by November 5, 2018.