



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 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
- Physician Assistant
- Licensed Professional Counselor (LPC)
- Licensed Clinical Social Worker (LCSW)
- Licensed Marriage and Family Therapist (LMFT)

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