


Credentialing/Recredentialing Standards

ICE ANNUAL CONFERENCE
DECEMBER 6, 2010
PRESENTERS:
SALLYE MARCUS AND VERONICA HARRIS




Introduction

- **Antitrust Statement**


- **Biographies**
 - Angela Ross, Aetna Health Plan
 - Sallye Marcus, Anthem Blue Cross

- **ICE Philosophy**




Introduction (continued)

- **Presentation Agenda/Goals**
 - 2010 vs 2011 NCQA Standards
 - Ongoing Monitoring
 - Assessment of Organizational Providers
 - Auditing Credentialing File – Group Participation
 - Health Plan/PO NCQA Accreditation Survey Preparations
 - Questions and Answers


2010 vs 2011 NCQA Standards 

- **Review changes between the 2010 and 2011 NCQA Standards**


- **Discussion/Questions**

Ongoing Monitoring 


- **Ongoing Monitoring and Interventions**
 - Collecting and reviewing Medicare and Medicaid sanctions
 - Must be queried whether provider group has a CMS contract or not
 - Collecting and reviewing sanctions or limitations on licensure
 - Collecting and reviewing grievances/complaints

Ongoing Monitoring (continued) 


- Collecting and reviewing information from identified adverse events.
- Implementing appropriate interventions when it identifies instances of poor quality, when appropriate

Ongoing Monitoring (continued) 


- **Monitoring Medicare Opt-Out Quarterly Report**
 - Palmetto Query
 - ✦ Must query both Northern and Southern California monthly

Organizational Providers 

- **Element A - Assessment of Organizational Providers**
 - The organization's policy for assessing a health care delivery provider specifies that it:
 1. Confirms that the provider is in good standing with state and federal regulatory bodies
 2. Confirms that the provider has been reviewed and approved by an accrediting body

Organizational Providers (continued) 

- The organization's policy for assessing a health care delivery provider specifies that it: (continued)
 3. Conducts an onsite quality assessment if the provider is not accredited
 4. Confirms at least every three years that the provider continues to be in good standing with state and federal regulatory bodies and, if applicable, is reviewed and approved by an accrediting body.




Organizational Providers (continued)

- **Element B - Medical Providers**
 - The organization includes at least the following medical providers in its assessment.
 1. Hospitals
 2. Home health agencies
 3. Skilled nursing facilities
 4. Free-standing surgical centers




Organizational Providers (continued)

- **Element B - Medical Providers (Medicare)**
 - Medicare Providers and Suppliers (in addition to Medical Providers)
 1. Hospices
 2. Clinical Laboratories
 3. Comprehensive Outpatient Rehabilitation Facilities (CORF)
 4. Outpatient Physical Therapy
 5. Speech Pathology Providers
 6. Providers of end-stage renal disease services (ERSD)
 7. Providers of outpatient diabetes self-management training
 8. Portable x-ray Suppliers (PXRS)
 9. Rural Health Clinic (RHCs)
 10. Federally Qualified Health Center (FQHCs)




Organizational Providers (continued)

- **Element C - Behavioral Healthcare Providers**
 - The organization includes behavioral healthcare facilities providing mental health or substance abuse services in the following settings.
 1. Inpatient
 2. Residential
 3. Ambulatory




Organizational Providers (continued)

- **Element D - Assessing Medical Providers**
 - The organization has documentation that it assessed contracted medical health care providers.



Organizational Providers (continued)


- **Element E - Assessing Behavioral Health Providers**
 - The organization has documentation that it assessed contracted behavioral healthcare providers.



Organizational Providers (continued)


- **Putting Practice into Play**
 - Please pull the following information from your packets
 - × Organizational Provider Policies
 - × Organizational Provider Spreadsheet
 - × CR 11 – Organizational Provider DCT


 - Let's review...



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Group Participation – File Audit






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NCQA Accreditation Survey Preparations

- **Health Plan Responsibilities**
 - Delegate PO Listing
 - Delegated PO Individual Practitioner Listing
 - Delegated PO Files
 - Health Plan oversight compliance with POs.



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Questions and Answers

- **Q & A Session**
