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| <b>Policy Title: Provider Credentialing</b>   |  |  |  |
| <b>Department Responsible:</b><br>Practice Relations                                | <b>Policy Number:</b> 1.65                                       | <b>Effective Date:</b><br>April 10, 2017 | <b>Next Review/Revision Date:</b><br>September 30, 2019        |
| <b>Title of Person Responsible:</b><br>Provider Database and Contract Administrator | <b>THN Approval Council:</b><br>Compliance and Privacy Committee | <b>Date Approved:</b><br>April 10, 2017  | <b>Date Approved by THN Board of Managers:</b> August 22, 2017 |

**PURPOSE:** The purpose of this policy is to define the terms and processes required to verify a provider’s professional credentials prior to their participation in Triad HealthCare Network (the network).

**POLICY:**

Prior to employment and participation in Cone Health or Triad HealthCare Network, all providers must undergo an initial credentialing verification process to verify their professional credentials and every three (3) years thereafter.

1. Providers employed by Cone Health are required to have their professional credentials verified by the Cone Health Credentialing Department during the employment screening and verification process.
2. Non-Cone Health employed providers applying for participation in Triad Healthcare Network are required to undergo a pre-application screening process by THN’s Practice Relations and a verification process by Cone Health Credentialing Department and secondarily, by THN’s Credentialing Subcommittee.

**PROCEDURE:**

1. Cone Health Employed Providers:
  - a. During the employment process, candidates for Cone Health employment are required to have their professional credentials verified and documented by the Cone Health Credentialing Department.
  - b. Cone Health provides a separate policy that pertains to Cone Health employment and credentialing.
2. Non-Cone Health employed Providers:
  - a. THN Practice Relations Department shall conduct a pre-application review of all new providers who seek to participate in the network to determine if the provider meets all THN participation requirements, as stated in THN’s Network Participation Agreement. The review includes: review of the application, verification of references and data-bank self-query.
  - b. Once the pre-application review is completed, the Practice Relations department will request Cone Health issue a credentialing packet to provider.
  - c. Cone Health Credentialing Department will process the completed credentialing packet to verify the provider’s professional credentials. Once processed by Cone Health Credentialing Department, the credentialing packet will be sent to the THN Credentialing Subcommittee for review and final approval. The THN Credentialing Subcommittee meets on a bi-monthly basis,
  - d. THN Credentialing Subcommittee will notify the THN Practice Relations Department if a provider’s credentialing packet has been approved or denied.



- e. THN Credentialing will notify the Participant by official letter that their credentialing packet has been approved and the effective date of their participation in THN. THN Practice Relations Department will be responsible to follow-up with the provider.
- f. THN Practice Relations Department will be responsible to notify the provider in person when their participation in THN has been denied and the reasons for the denial.

❖ **Note:** Acceptable Primary Source Verification is to occur through the appropriate board or designated agency via a secure electronic communication or by telephone. The electronic printout is to be attached to the credential packet.

| Date           | Reviewed | Revised | Notes      |
|----------------|----------|---------|------------|
| April 10, 2017 | N/A      | N/A     | New Policy |