

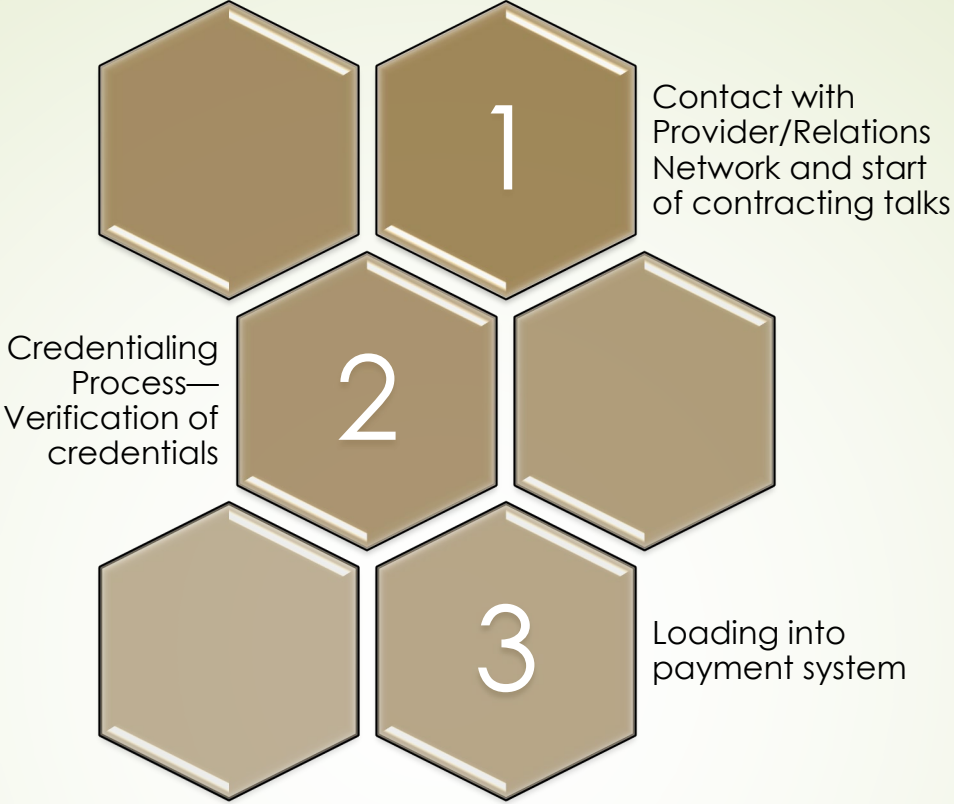


# Provider Education Series Presented by AzAHP and AHCCCS Health Plans

Session #2 Credentialing/Contracting Process



# Credentialing



CREDENTIALING IS 1 PIECE OF THE PIE IN THE ENTIRE CONTRACTING PROCESS WITH A PLAN



PROVIDER/RELATION NETWORK MUST EVALUATE FOR "NETWORK NEED"



CREDENTIALING BEGINS



CONTRACTS MUST BE COMPLETED  
MEMBERS CAN BE SEEN BASED ON EFFECTIVE DATE



PROVIDER LOADED INTO PAYMENT SYSTEM





# Lets Get Started!

- ▶ Step by Step Guide to complete the process as efficiently as possible
  - ▶ Make sure you have an AHCCCS Provider Registration number or work on completing that process with AHCCCS
    - ▶ AHCCCS Provider Enrollment Portal – will launch in the late summer of 2020– a change from a manual paper-based process to a new online system called AHCCCS Provider Enrollment Portal (APED)
    - ▶ AHCCCS Provider Enrollment Packet (paper-based process) can be obtained at: <https://www.azahcccs.gov/PlansProviders/NewProviders/packet.html>
    - ▶ Mail or fax completed and signed forms to: AHCCCS Provider Enrollment, PO Box 25520 Mail Drop 8100, Phoenix, Az
      - ▶ or Fax: Attn: AHCCCS Provider Enrollment 602-256-1474
    - ▶ Questions: Fax (preferred method) 602-256-1474 or Email: [PRNotice@azahcccs.gov](mailto:PRNotice@azahcccs.gov)





## Reminder

- ▶ Make sure you complete the online application for CAQH (<https://proview.caqh.org/pr>)
  - ▶ Also see Session #4 for complete information on CAQH
- ▶ AHCCCS Provider registration and completing CAQH application can occur at the same time





Contact the Provider/Relations Network staff at the Plan(s)

ALWAYS BEGIN BY CONTACTING HEALTH PLAN FIRST!

- Obtain a name of a Provider Representative
- Contact person for any follow up questions
  - Will reduce delays in reviewing your application



Follow instructions from Provider Representative may give including when and how to submit the AzAHP form

For more information on the AzAHP form please see Session # 3



Provider Representative/Health Plan determine "Network Need"

Is there a need in the Health Plan's network for your provider type?



Your provider type is needed and AzAHP form/notification is forwarded for the Credentialing process

**ACTUAL CREDENTIALING BEGINS**



Contracting talks begin– negotiating the terms of your agreement with the plan. No defined timeline associated with these processes



# General Information



# Credentialing piece of the pie

1. Credentialing department is notified by Provider Relations
2. Data is sent to the Alliance vendor
3. Application from CAQH is obtained
  1. Timeline begins when a completed application is obtained from CAQH
  2. To avoid delays:
    1. Ensure CAQH has been updated including attestation
    2. Ensure all documents have been uploaded are required
    3. Ensure plans are approved to access your application
4. Verification of credentials is completed
5. Completed file is returned to Plan(s)
  - a. Note: continue finalizing contract if not yet done



Completed file is presented to Chief Medical Officer and/or Health Plan Credentialing Committee for approval

- Each plan independently will approval or not to accept in plan's network
- Goal of initial Credentialing process is 45 days after completed application
  - May be longer if any issue with application needs to be resolved

Welcome letter/notification will be sent from the Health Plan

- Effective date will be included
- Effective date may be different for each plan

Final Step—provider data loaded into payment system!

- As of the effective date, members can be seen and services billed



Almost there!



# Final thoughts

- ▶ Please check [www.azahp.org](http://www.azahp.org) for information on :
  - ▶ AHCCCS Provider Registration
  - ▶ CAQH
  - ▶ AzAHP Form – or any of the Health Plan's webpage
  - ▶ GSA/Health Plan list that outlines which plans are in the different regions
  - ▶ Quick outline of the above steps – document your progress





Thank you for taking time to listen to Session #2 Credentialing/Contracting Process.

If you have additional questions, please go to [www.azahp.org](http://www.azahp.org), click on AzAHP Credentialing Alliance and click on “Ask Pat.”

AzAHP wishes to thank all the AHCCCS Health Plans for their assistance in developing the Provider Education Series.

