



Provider Education Series

Presented by AzAHP and AHCCCS Health Plans

Session # 6 Terminations and Other Changes with Your Credentialing and/or Contract





TERMINATIONS

SOUNDS SO OMINOUS!



General Information

- ▶ Health Plan's term for when your contract or credentialing becomes invalid.
 - ▶ Terminations result when the Health Plans have not been kept updated to any changes in where you are providing services, group practice arrangements, etc.
 - ▶ Terminations initiated by provider/office -- ending the relationship
 - ▶ Keeping the plans updated ensures you maintain your contract correctly which results in accurate reimbursement for services you provide to the member



Examples

- ▶ Leaving a practice
- ▶ Changing your provider type, i.e., pediatrician to hospitalist
- ▶ Closing an office location
- ▶ Ownership changes—bought or acquired by another group
- ▶ Bought or acquired by a delegated group but don't cancel the old/original agreement



Examples Continued

- Adding a location
- Death
- License Suspension or restrictions
- Leave of absence, maternity leave or sabbatical
- Retirement
- Name changes due to marriage, divorce
- Temporary closures
- Change in Health Plan's Network need



Why does it matter?

- ▶ Your AHCCCS Provider ID is associated with your TIN #
 - ▶ Claims are paid by TIN#
 - ▶ If you are no longer associated with that TIN#, claims will be rejected—you don't get paid
- ▶ Plans have reporting requirements to the state and most importantly, to the members
 - ▶ If you leave the office, what happens to your members? Are they notified?
 - ▶ Accurate directory





Who should you notify of these changes?

- ▶ All plans that you are contracted
 - ▶ Notify Provider Network/Relations and/or Contracting
 - ▶ Contact list can be found at AzAHP.org or on any of the plans webpage—last page of the AzAHP form
 - ▶ Credentialing Department will be notified if any changes will affect your Credentialing status
 - ▶ Doesn't affect your credentialing effective date unless you are not practicing for more than 30 days.
 - ▶ If not updated, might affect re-credentialing





Who should you notify of these changes?

- AHCCCS Provider Relations
 - PRNotice@azahcccs.gov
- CAQH
 - Update any demographic information on your application to prevent delays in re-credentialing



Questions?

- ▶ Contact your Provider Services/Network representative if you have any question concerning changes that might need to be made



THANK YOU

- ▶ Thank you for taking time to listen to Session #6
- ▶ If you have additional general questions, please go to www.azahp.org
 - ▶ Click on AzAHP Credentialing Alliance and click on “Ask Pat”
 - ▶ Please note, I cannot answer specific questions regarding your credentialing status with any plan.
- ▶ AzAHP wishes to thank all the AHCCCS Health Plans for their assistance in developing the Provider Education Series.

