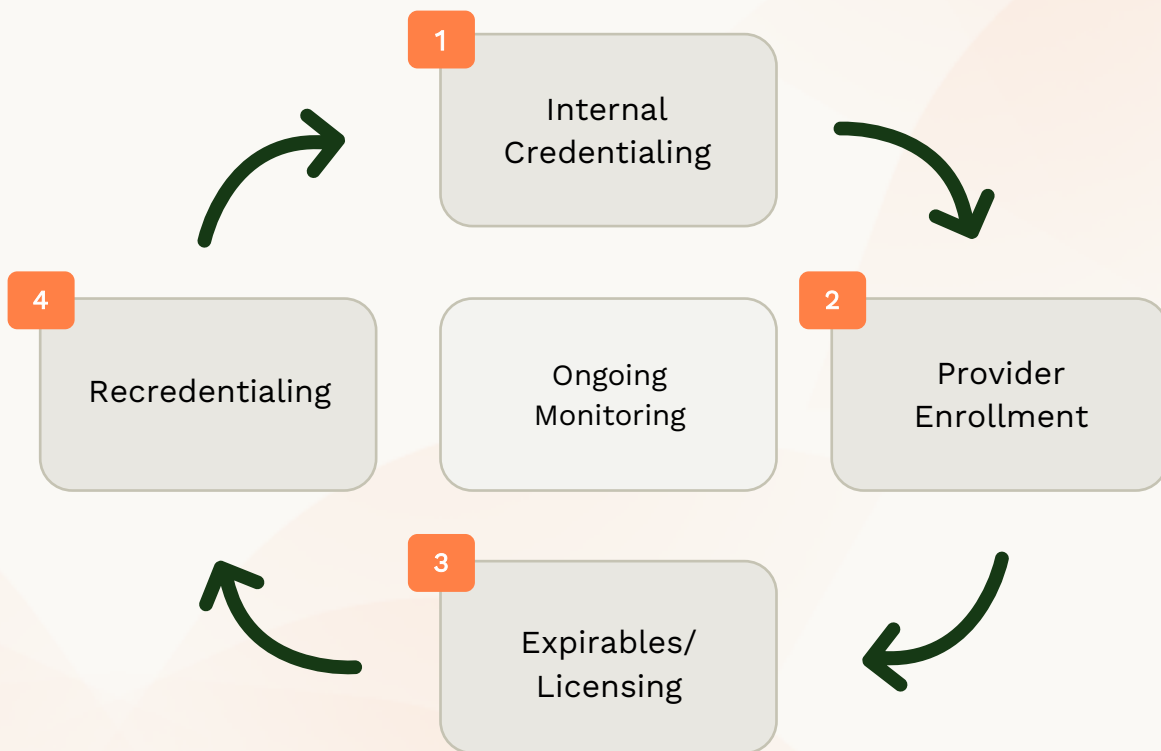


Credentialing



Phase	Duration (days)	30	60	90	120	150	180
Internal Credentialing	30-60	█					
Provider Enrollment	≤ 120		█				
Ongoing Monitoring	ongoing	█					

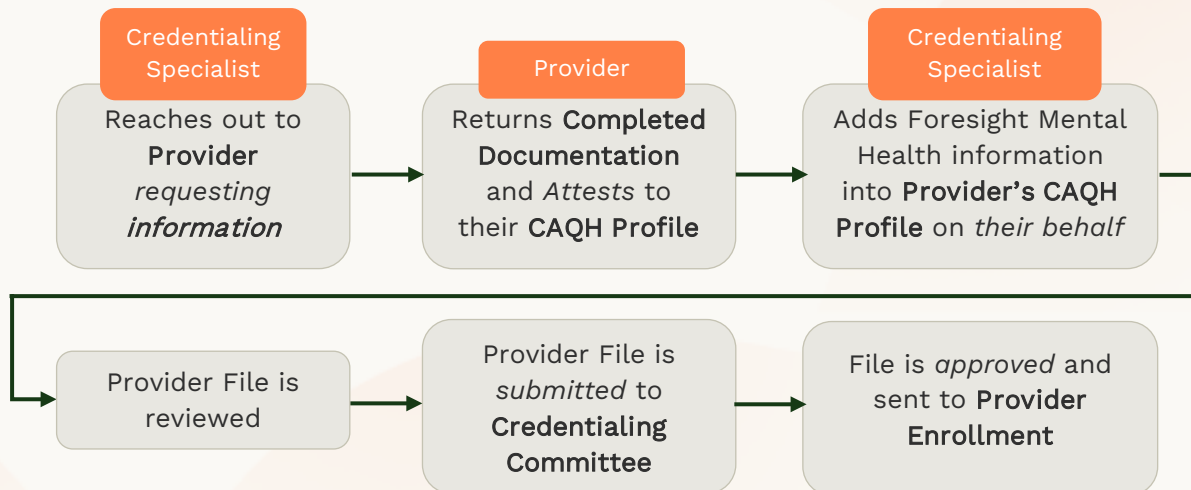
1. Internal Credentialing

TIMEFRAME: **30-60 DAYS***

*Timeframe is dependent on the provider being responsive and submitting *all* requested/needed documents to Credentialing in a timely manner



DEFINITION: Process of *verifying* and *establishing* the **qualifications** of a licensed medical professional. Credentialing ensures the safety of patients as well as **ensuring providers are compliant** in *maintaining certifications* and *licensures* that are required within their field of practice.



Items Needed:

- **Copy of CV**
 - needs to be *current*
 - in *mm/yyyy* formatting
 - *any gaps of 6 months or greater* needs to have an attached **written explanation**
- **CAQH Authorization Form**
- **CAQH Profile Completed and Attested**
- Additional documents *may* be requested as required by each state's regulations and laws.

What is CAQH and why is it important?

- CAQH (Council for Affordable Quality Healthcare) enables physicians and other healthcare professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database and authorize healthcare organizations to access that information.
- Foresight utilizes provider CAQH profiles for internal credentialing and recredentialing, as well as enrollment with health plans. Every CAQH profile requires maintenance from time to time, including but not limited to re-attestation every 120 days.

Importance of Maintaining your CAQH Profile:

- The Credentialing Department solely uses the information on your **CAQH application**, provided by *you*, to process **Primary Source Verifications**. *If* this information is *not* up-to-date or listed correctly, this could *increase* the amount of time it takes to have your file approved and in turn, push back your start date.
- Additionally, Health Plans periodically check Provider's CAQH profiles. If a profile has a lapsed attestation, they run the risk of being considered out of network until the profile is updated and processed by a health plan.

Why does Foresight Mental Health request consent to manage your CAQH Profile?

- Allowing Foresight to manage your CAQH allows us to keep practice information up to date. This ensures that your information is correct for insurance directories and helps make the recredentialing process fluid.

How do I give my written consent for the Foresight Credentialing Department to manage my CAQH profile?

- **New providers** will receive an authorization form via DocuSign where they can indicate whether they choose to opt *in* or *out* of CAQH management by the Credentialing Department.
 - If you choose to opt *in*, you will be prompted to provide your CAQH **username** and **password** on the authorization form.
 - Should you opt *out* and choose to manage your own profile, you will be **responsible for updating and maintaining** your CAQH profile as *required* for you to be enrolled with health plans contracted by Foresight.

What **addresses** do I use for my CAQH?

- **Primary Practice:** your Credentialing Specialist will input this for you

What if I cannot get all the documents to Credentialing by the given deadline?

- Please *communicate* with your **Credentialing Specialist** you are working with on completing the **requested items**.
- *Failure* to comply with Credentialing requests can cause a **delay** in your **start date**.

I turned everything in, why is Foresight requesting additional documents?

- Depending on state laws and regulations, you may be required to complete additional forms and documents in order for us to complete your credentialing.
 - Examples:
 - Board Approval for Telehealth Practice
 - Additional Documentation for Malpractice Claims

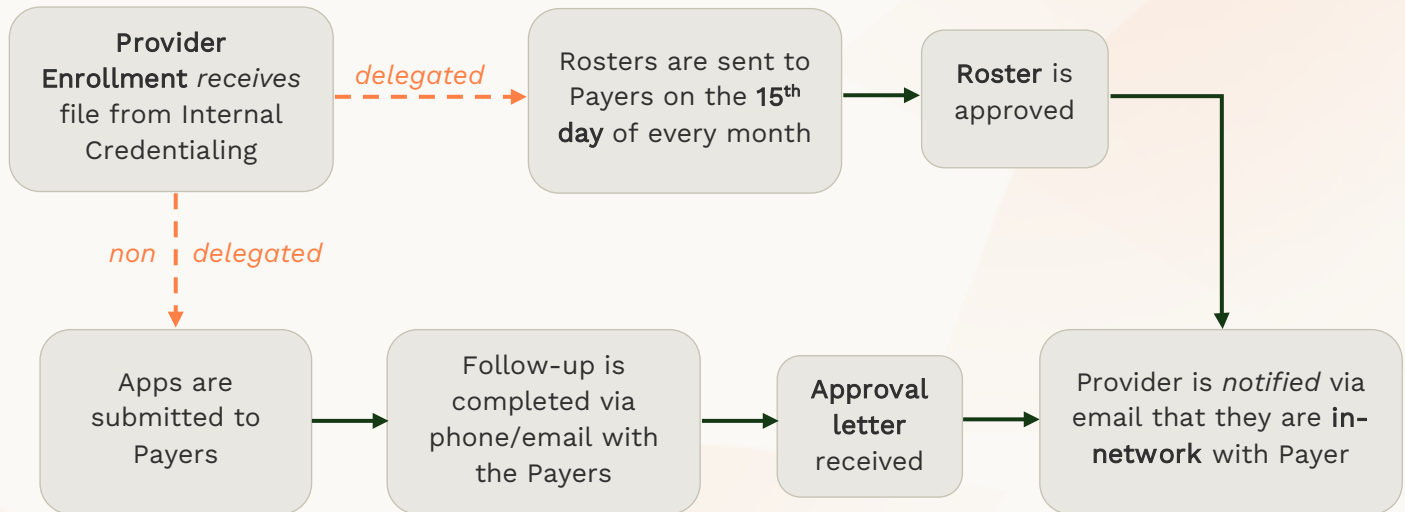
For any additional questions, please contact your **Credentialing Specialist**. Please allow **48 hours** for us to respond.

2. Provider Enrollment

TIMEFRAME: UP TO 120 DAYS *DEPENDING ON THE PAYOR*



DEFINITION: Process of *enrolling* a medical professional to various **health plans** or *linking* to Foresight Mental Health so that payment from insurance carriers is received for patient care.



Delegated vs. Non-Delegated Enrollments

- **Delegated**
 - Some payers delegate their credentialing process to Foresight, this allows us to send a roster with requested information and reduces the time it takes to be approved.
- **Non-Delegated**
 - Other payers will go through the credentialing process with you yourselves which can take up to 120 days to be approved. We work with the payers, when we can, to *become* delegated in the future.



What does it mean to be “In-Network” under Foresight Mental Health?

- Although you may already be in-network with the payer under a previous/current employer, it does *not* mean you are able to see members at Foresight. A **new application** must be sent on your behalf to the payer through Foresight Mental Health’s group contract for you to see members through us.

How long does it take to be in-network with the health plans?

- The process can take up to **120 days** or more depending on the payer. We ask that you be patient with the process.
- There may be forms we send you during the enrollment process, please sign and return these *as soon as possible* as it will hold up the process and *can affect your start date*.

How do I know what Health Plans I am enrolled with?

- You will receive an email as notification once you are in-network with a plan.



What do I do with an approval or any correspondence from the health plan?

- Please *do not sign* any contracts or complete any requests as we will take care of this on your behalf.
- Please forward **ALL** correspondence to Creds@foresightmentalhealth.com to avoid any confusion and for our record-keeping.

3. Ongoing Monitoring/Expirables/Licensing

DEFINITION: Foresight monitors **expirables** (state licenses, DEA's, board certifications, etc.) and **sanctions** (good standing with state boards, NPDB, and other federal data banks, etc.) to ensure that every provider meets all minimum threshold criteria to *legally* and *independently* treat members.

What is ongoing monitoring?

- Ongoing monitoring is the process of reviewing information on a periodic basis to ensure compliance and that exclusions and sanctions have not occurred with any of our providers. It is a *continuous process* conducted from the time you sign your offer letter and throughout your employment with Foresight.



What sites or databases are checked during ongoing monitoring?

- We check a variety of sources including but *not* limited to the Medicare Opt-Out List, the Terrorist exclusion List, NPDB, OIG, SAM, Social Security Death Master File, and other state and federal databases.

How often do you check for sanctions and what happens if you find one?

- All sources are searched and verified **monthly**.
- If a sanction is found on your record, you will be notified and asked to provide additional information. These details are then presented to the Credentialing Committee for consideration and further action as needed in accordance with Foresight's credentialing policies and procedures.

Can you update my NPI information?

- We cannot. Only *you* have access to your NPI information due to NPPES' multi-factor authentication process.

Why am I getting an email reminding me that my license is due for renewal?

- The Credentialing Department sends periodic reminders to providers to renew their expirables on time in addition to notices from issuing boards or organizations you may receive.

- Please note, you are responsible for ensuring your expirables are renewed and active *within 30 days of your **Foresight start date***. Failure to do so may result in your start date being pushed back, dependent upon if/when your credentials show as **current** and **active** with the issuing board or organization.
- Once you submit your CAQH application, you can expect to receive renewal reminders from us **90, 60, and 30 days** in advance of the expiration date.

What if I renew my license, however it does not reflect with my state licensing board?

- It is Foresight policy that every provider should have an **active** status on their license to practice. Even if the state indicates the renewal is *in process*, in order to practice, we must wait for it to indicate an active status.

What happens if my license expires?

- We at Foresight try to *help you* to prevent this from happening with periodic reminders but, ultimately the *responsibility* for **renewal** is the *provider's and the provider's alone*. To minimize the impact, we encourage you to plan for any possible delays, barriers, or licensure renewal requirements that could impact timely renewal of your license(s).
 - e.g. planned vacations, CEU's that need to be completed, or once you have renewed your license.
- Please note, **30 days prior** to your license expiring, we begin to alert the following people and departments:
 - Clinical Lead
 - Operations
 - Regional Clinical Leadership

4. Recredentialing

Internal Credentialing



Why do I need to be Recredentialed with Foresight Mental Health?

- In order to stay **compliant** with our payer contracts, and to ensure patient safety, Foresight *requires* that all providers be recredentialed at a *minimum every 36 months*. Completing recredentialing requests allows our team to review all current licensures, certifications, malpractice cases, and any other verifiable information to ensure your continued participation with the Foresight Mental Health Network.

What should I expect?

- The Credentialing team will reach out to you at a minimum of every 36 months to recredential you internally. You will be asked to complete the following tasks:
 - Review and Attest your CAQH Profile
 - Review and make updates to your CAQH Disclosure Questions
 - Submit a current CV
 - CAQH Authorization Form
 - Additional documents *may* be requested as required by each state's regulations and laws.

What if I am unable to complete the Recredentialing Requests in the given time?

- The Foresight Mental Health Credentialing Department plans ahead. You will receive a recredentialing request with ample amount of time to complete the requested information prior to the 36 month deadline. Please **communicate** with your Credentialing Specialist if you are unable to complete the required request within the timeframes given.

Provider Enrollment

Any plans you are currently enrolled with or will be enrolled with, will send recredentialing requests about every 3 years.

- Please send any correspondence you may receive in regards to this to the Credentialing department.

Quick Links

[Setting up/making changes to your NPI](#)

[Setting up/making updates to your CAQH](#)

[NPDB Self Query](#)

If you have any questions about any of the topics listed below, please reach out to the email addresses detailed below as the Credentialing department does not handle this information:

- **Member Success Team (scheduling members):**
 - membersuccess@foresightmentalhealth.com
- **IT:**
 - helpdesk@foresightmentalhealth.com
- **Payroll, PTO:**
 - payroll@foresightmentalhealth.com
- **Billing:**
 - RCM@foresightmentalhealth.com
- **HR Functions (employment verification/benefits):**
 - people@foresightmentalhealth.com

