



Credentialing: Frequently Asked Questions

General Questions

What is credentialing?

Credentialing is a term that usually encompasses two separate processes: **credentialing** and **privileging**.

- **Credentialing:** Primary source verification of a health care practitioner's education, training, work experience, license, etc.
- **Privileging:** Granting approval for an individual to perform a specific procedure or specific set of procedures based on documented competence in the specialty in which privileges are requested.

Who is credentialed?

Practitioners who are independently responsible for patient care at PMC by virtue of their license and hospital authority must be credentialed (regardless of whether they are PMC employees or not). Credentialed providers at PMC include:

- Physicians
- Dentists
- Podiatrists
- Ophthalmologist
- Advanced Practice Nurses
- Physician Assistants

Why does PMC credential?

PMC, like other health care organizations, is legally responsible for knowing that individuals providing patient care are qualified and competent to do so. The Joint Commission, The Centers for Medicare and Medicaid Services (CMS), National Committee on Quality Assurance (NCQA), Colorado Department of Health and Human Services and other oversight organizations require that members of the medical and allied health staff be credentialed and privileged before working in any of our facilities.

Can a physician or other practitioner work before completing the credentialing process?

NO. It is Parkview's legal obligation to ensure that all practitioners have gone through the credentialing process and have been approved by the PMC Board of Directors to see patients at PMC. A practitioner working at PMC before the credentialing process is complete places the hospital and the practitioner at legal risk and can directly impact PMC's accreditation status.

What about medical students, residents and fellows?

Any medical student, resident or fellow who is in a training program affiliated with PMC can work in the facility without being credentialed as long as their practice does not fall outside the scope of their current training program.

Physicians in training who wish to moonlight outside of their residency or fellowship program must be credentialed. For example, an Endoscopy fellow who plans to moonlight as an internist must be credentialed for internal medicine privileges.

How do I know if I am currently credentialed with PMC?

Contact Parkview's Medical Staff Services Credentialing office at 719-584-4881.

How does a practitioner get credentialed and request privileges at PMC?

All requests for credentialing and privileging must be submitted through the appropriate channels. Please contact the department service office for the department in which you wish to obtain privileges. If you do not have contact information for the department, you can call Parkview's Medical Staff Services office at 719-584-4590 to request contact information.

How does a practitioner access an application?

Once a provider's pre-application request has been submitted to the Credentialing office and accepted, their personal information will be entered into our electronic system called Cactus. Our Credentialing Specialists will then send the application to the provider or their designee via a secured application called App Central. The provider will receive an email with a link to their specific application process, which will then need a username and password set-up. If the provider has a credentialing contact within their office or practice, they can list them as a designee who can access the process to assist. It is recommended to use IE 11 or higher or Google Chrome as your browser for optimum performance.

The PMC application process is a hybrid electronic and paper format. To start, all documents are sent to you via email through the link to App Central. Once App Central is accessed, the provider will find all documents for their specific process required listed on the main page. Some documents must be filled out on the computer and submitted, others will need to be printed from within the process and faxed back to the designated number supplied. Following the instructions for each set of documents ensures the documents are submitted correctly to the provider's file and are available for verification by our credentialing specialists as required by regulations. If there are any technical issues or questions during the process, providers can contact their assigned Credentialing Specialist or the Analyst for the department at 719-595-8487.

Does PMC require an application fee?

Yes, initial applications require a fee of \$250. Recredential applications require a fee of \$150. There is a \$50 late fee for recredential applications that are not returned within 30 days of the initial send date of the application (all items are sent electronically via email). We do offer a 50% refund for those practitioners who return their recredentialing applications within 30 days of initial send date and an additional 50% refund to those who have 100% Medical Record compliance in their previous 2 year credential period. We do not offer refunds for initial applications or any applications that have been submitted and then withdrawn.

Payment must be received by the PMC Credentialing Office before the application is processed. There are many ways to pay, either by check, credit card or electronically. All available methods for payment are listed on the Addendum within the application process and are secure.

What is Primary Source Verification (PSV)?

- PSV is the process of verifying credentials directly with the source. For example, a credentialing office cannot accept a copy of a medical school degree as evidence that the physician graduated from medical school. The school must be contacted directly to verify the physician's attendance and graduation.
- PSV is required so that hospitals and credentialing offices do not receive fraudulent documents from applicants or other non-primary sources.
- A credentialing office cannot accept any verification that comes through a third party rather than the primary source.
- PSV is a requirement by accrediting bodies as well as the cornerstone of a good credentialing process.

What is The Joint Commission?

- The Joint Commission is an accrediting organization with a mission to improve the safety and quality of care provided to the public.
- Hospitals voluntarily submit to The Joint Commission accreditation surveys every three years; the survey is a comprehensive evaluation of the overall quality and safety of the organization.
- PMC Credentialing Office complies with all of The Joint Commission credentialing standards.

Initial Application Questions

How far in advance of my start date should I begin the credentialing process?

Most health care organizations advise submitting an application 90 days before a practitioner's start date. Ninety days is a benchmark because it allows extra time when verification sources do not respond in a timely manner or clarification of discrepancies is required. It also allows the provider's file to be presented to all approval committees required by PMC By Laws.

How long does it take a practitioner's application to go through the credentialing process?

- The Credentialing process consists of two steps:
 1. Verification and evaluation processes performed by PMC Credentialing Specialists; and
 2. Review and approval of the verified application by the PMC Medical Staff and the PMC Board of Directors.
- Offices that perform primary source verification of credentialing applications have very little control over process time. The process time is affected by outside verification sources (other hospitals, training programs, peer references, employers, etc.) responding to requests for information.
- An application can be completed in less time if peer references and other verification sources promptly respond to PMC's requests for information, the applicant supplies requested documentation in a timely fashion and there are no "red flags" identified in the application process, which require further investigation.
- The verification process **can** be completed in 2-3 weeks if all sources respond to first requests for information. If a response is not received, credentialing staff execute additional requests to sources; this causes a significant time delay in completing applications.
- After the verification process is complete, it may take another month or more for the PMC Medical Staff and the PMC Board of Directors to make their final decision about membership and privileges for the applicant.

Is there anything a practitioner can do to speed up the application process?

- Yes. Practitioners can greatly influence the length of processing time by contacting their verification sources and asking each source to mail, fax or email PMC's verification requests back as soon as possible.
- Practitioners can also help to speed the process by providing **complete and accurate** information on the application that they submit to the Credentialing Specialists

What happens if the application submitted is incomplete or missing required attachments?

All incomplete applications are returned to the practitioner for completion; this creates a substantial delay in the practitioner credentialing process. Please ensure all email addresses and phone numbers you provide are accurate.

Privilege Form Questions

What are privilege forms?

- The Joint Commission accreditation standards require hospitals have privilege forms that indicate the type of care, treatment and services, or procedures that a practitioner will be authorized to perform.
- Upon applying for initial appointment or reappointment, practitioners complete a privilege form indicating what privileges or procedures they want to perform at PMC.
- PMC's privilege forms include two types of privileges:
 1. **Primary (or core) privileges** are those privileges that are routinely taught in most residency programs for the particular specialty. Practitioners that meet the threshold criteria for the specialty are qualified to request core privileges
 2. **Specialty Privileges** are procedures that require additional training or special competence. Additional documentation is required to demonstrate competence.

How are privilege forms developed?

- Physicians within each specialty help to develop the privilege forms, including privilege qualifications. For example, family medicine physicians review and make recommendations on the Family Medicine privilege form, cardiologists review and make recommendations on the Cardiovascular Disease form, etc.
- At PMC, the Credentials Committee then reviews the revisions proposed by physicians within the specialty and forwards recommendations to the Medical Executive Committee and the PMC Board of Directors. The Board of Directors has the final approval for all privilege forms at PMC.

At reappointment, why do I have to submit documentation of cases performed when I have already been granted the privilege to perform the procedure?

- The Joint Commission accreditation standards require that hospitals verify a practitioner's current competency at each reappointment.
- Documentation criteria on privilege forms are established by the medical staff.
- If procedures were performed at PMC, the Credentialing office can obtain documentation on your behalf. Documentation of procedures performed at **other** institutions will need to be submitted by you along with your other reappointment paperwork.

Reappointment Questions

What is Reappointment?

- PMC has a duty to ensure that all practitioners on staff are currently competent; reappointment is the process by which the medical staff periodically re-evaluates provider competency.
- The Joint Commission hospital accreditation standards require all practitioners to complete a reappointment process at least every 24 months.

What happens if I don't complete my reappointment paperwork?

- The Joint Commission accreditation standards require practitioners complete the reappointment process at least every 24 months; if a practitioner does not complete reappointment paperwork on time, the practitioner's appointment and privileges will expire (lapse) and they can no longer work or see patients at PMC.
- If a practitioner's reappointment expires (lapses), the practitioner must complete the initial application process in order and be re-appointed to the medical or professional staff in order to treat patients at PMC. All processes and fees for initial applicants will apply to this process and cannot be truncated.

Expirables Questions

What are Expirables?

- "Expirables" are professional items with an expiration date that PMC's Credentialing office tracks and verifies on an on-going basis. At PMC, Expirables include a practitioner's:
 - License to practice
 - Liability insurance
 - DEA registration
 - Board certification
- Medical Staff Bylaws at PMC require practitioners to maintain current Expirables at all times. Failure to renew Expirables may result in suspension of medical staff privileges at PMC until renewal is verified by a Credentialing Specialist. All practitioners must be able to provide PMC's Credentialing Specialists with renewed credentials or certificates **PRIOR** to expiration.

Why am I getting all these emails about my Expirables?

- An expired license, DEA certificate, or board certification may cause suspension of your privileges—for your sake, and for the sake of PMC's patients, we don't want that to happen. Because of this, our office will send you e-mail reminders for the following documents:

1. **Licenses, DEAs:** You will receive reminders starting at 30 days prior to the expiration date.
 2. **Physician Board Certifications:** You will receive a reminder at 6 months prior to the expiration date and/or next MOC deadline
 3. **Non-Physician Certifications:** You will receive reminders starting at 30 days prior to the expiration date.
 4. **Liability Certificates:** You will receive an e-mail several weeks prior to the expiration of your insurance certificate.
- The easiest way to reduce the number of e-mails you receive from credentialing is to renew your license, DEA, liability insurance and/or board certifications as soon as possible. Once credentialing can verify renewal, they will update your credentialing record.

What if I believe I received an email in error?

If you receive a reminder e-mail for an item you have recently completed and notified credentialing of, please disregard the e-mail; it is common for there to be a short processing time before your record is updated in the Credentialing office. However, if at any time you believe you are receiving an e-mail in error, please feel free to contact our credentialing office at 719-584-4881. We would be happy to check your data for errors and/or explain the reason for the e-mail.