Guide to the Credentialing Process

Table of Contents

grow

Practitioner Criteria

grow

Practitioner Criteria

Minimum Criteria for Participation

In order to work with Grow, you must meet the "Practitioner Minimum Criteria for Participation" outlined in our Credentialing Policies and Procedures. Here's a quick summary of what you need:
- Malpractice Insurance, a NPI Number, and a CAQH account (see subsequent sections for more information)
- Independent licensure (without restrictions or limitations) for all states in which you'd like to practice
- For MDs, DOs, and NPs:
  - DEAs for all states in which you'd like to practice
  - CDSs (if applicable) for all states in which you'd like to practice
  - A board certification with a Mental Health specialty

You **cannot** work with Grow if:
- Your scope of practice does not allow you to diagnose patients
- You appear on any Sanctions or Exclusions lists, including any State Medicaid Sanctions, CMS Medicare Opt Out (see FAQ for more info), OIG/SAM Exclusions, Social Security Death Masterfile, CMS Preclusion, and OFAC Reporting
- You have ever received a liability claim, judgment, or settlement for sexual misconduct
- You have had a malpractice settlements of $100,000 for non-prescribing practitioners and $250,000 for prescribing practitioners for any single case in the past 10 years
- You have any current licensure probation, reduction/restriction of duties or privileges
- No open liability claims, cases or actions that could result in probation or a reduction/restriction of duties or privileges

Malpractice Insurance

grow

Malpractice Insurance

Why Do I need Malpractice Insurance?

Mental Healthcare Providers are human beings who can make mistakes. Malpractice insurance is a type of professional liability insurance that could save you thousands of dollars in lawsuits if you were to ever be sued.

Grow Therapy requires you to purchase individual malpractice insurance before onboarding with us. You're welcome to purchase this through any provider. If you aren't already covered, we recommend purchasing a policy through CPH & Associates. You can get a quote from here!

What does Grow need to see on my Certificate of Insurance (COI)?

COIs are one of the biggest reasons the credentialing process can get held up! Please make sure that:
- Your COI is current and will not expire within 60 days of submitting your Credentialing Form
- Your name is under "Name insured"
  - If you have a COI through your business, you must also be listed as the owner
- Malpractice coverage minimum limits must be at least $1 million incident/$3 million aggregate for all providers except:
  - Nurse Practitioners in CA and FL can have limits of 100K/300K
  - Nurse Practitioners in IN can have limits of 500K/1.5M

Malpractice Insurance

Updating your Malpractice Insurance

Most Certificates of Insurance (COI) expire **annually**. You are required to maintain a current COI that meets the requirements outlined on the previous slide throughout your time working with Grow Therapy.

If you do not have an updated COI on file with Grow Therapy, you will not be permitted to see clients or bill for services provided.

Grow Therapy will alert providers 30 days and 7 days before their COI expires. Failure to produce an updated document before its expiration may result in dismissal.

You can submit your updated COI annually through a form found <u>here</u> under "Update Your Malpractice Insurance"

NPI Number

grow

NPI Number

What is an NPI Number?

A National Provider Identifier (NPI) number is a unique identification number issued for healthcare providers and organizations in the US. Meant to improve the efficiency of electronic health records, NPIs were introduced in 1996 as part of the Health Insurance Portability and Accountability Act (HIPAA). NPIs are used by all healthcare plans and health care clearinghouses to process payment claims and financial and administrative transactions.

What does Grow require for my NPI number?

Please make sure that your name on your NPI number matches your name on your license(s).
If you have your own LLC, please submit your Type 1 NPI, which is yours as an individual, rather than your Type 2 NPI, which is for your business.
Please make sure to:
      Check that your taxonomy code is appropriate for your current license
      List your current license number(s)

Any questions? Check out the NPPES help page!

NPI Number

How do I create an NPI?

1. Go to the NPPES website to create an account.
2. Once you have an account, go to the login homepage and select **Apply for an NPI for myself**.
3. When filling out your **business mailing and practice addresses**, you may input the address at which you will be practicing even if it is a home address.
4. When filling out the **Taxonomy section**, make sure to choose the appropriate taxonomy for your license type. You can use this resource to identify your code if you have trouble.
5. You may leave all information in **Health Information Exchange** and **Other Identifiers** blank.
6. You should add your own information in the **Contact Information** section.
   a. Remember to always submit your name to match how your name appears on your license!

Questions? Check out the NPPES FAQs and their initial application guide!

CAQH Account

grow

CAQH Account

Why do I need a CAQH Account?

CAQH is a database that insurance and credentialing companies often use to verify information associated with your license. Since all of the insurance companies need the same documents (think: your license, malpractice insurance, NPI number, etc.), you can simply upload them to CAQH so that you don't have to provide them to each payor each time a document expires.

How long will the submission take?

First, you'll register for a CAQH login, which will only take a few minutes.

After that, you'll need to complete your CAQH submission, which can take up to two hours. If you read the tips and tricks in this guide, it should take closer to an hour.

Don't worry - you don't have to complete the full submission in one sitting.

CAQH Account

I'm ready to register for a CAQH login

Click here to self-register. Make sure to fill out all of the required information, marked with an asterisk (*). Make sure that the name you use on your CAQH account matches the name on your license!

After you register, you'll receive a verification email with a link that will allow you to set up a username and password. Once you've created your login, you are ready to start prepping for your CAQH submission!

CAQH Account

What materials do I need for the rest of the submission?

You'll need some basic personal information as well as information related to your education, training, and specialties. If you gather these documents, you should have the majority of what you need:
1. Malpractice Insurance Policy
2. NPI Number
3. CV or resume
4. 3 Professional References
5. State license(s)
6. Educational Degrees or Diplomas
7. Board certifications (if applicable)
8. DEA & CDS certificates (if applicable)

Tips for your CAQH Submission

The rest of this guide is most helpful to read as you fill out your submission!

grow

Tips for your CAQH Submission

For All Sections

Please note that required fields are indicated with a red asterisk (✳). All other fields on the form are optional, but we'll tell you which of the optional fields below are particularly helpful for credentialing.

If you can't complete the CAQH in one sitting, just make sure to click the **save and continue** button at the bottom of the page that you have been working on.

Personal Information

This section should be pretty straight forward since a lot of it will already be filled in from your initial registration.
> You should double check that the information is accurate.

> Your **Primary State** is often the state in which you reside if you are licensed there.

> Consider adding **Race/Ethnicity** and **Non-English Languages Spoken by the Provider**. Please only add languages in which you would be comfortable conducting a therapy session.

> Make sure to include any aliases or maiden names in the **Other Names** section. This can help to speed up your credentialing process!

Tips for your CAQH Submission

Professional IDs

1. If you already filled in your License Number when registering, it will show up under Professional Licenses. You should either **add** your license number or click **edit** to fill in more information. By our policies and procedures, **you are required to submit all states in which you currently or previously held a license**.

2. If you are a prescriber:
   a. You're **required to have a DEA in order to practice in each state in which you are licensed**. This is a requirement from the payors that we work with. Please add them into your CAQH!
   b. If you're licensed in any of the Second CS License Requirement states listed <u>here</u>, you're also **require to have a Controlled Dangerous Substances (CDS)** and list it in your CAQH.

3. You're welcome to fill in any other information on this page that is relevant to you, but nothing else is required by Grow.

Tips for your CAQH Submission

Education & Professional Training

1. Add your **undergraduate and graduate education** in the education section. You'll need the month and year of each degree as well as the completion date, so your **diplomas** will come in handy here.
   a. Please make sure that the official institution name is listed (example: Georgia Institute of Technology rather than Georgia Tech)

2. The professional training section is for any type of internships, residencies, fellowships, or faculty appointments in which you have participated. Information will vary based on what types of programs you attended, but we recommend inputting as much information as you can in this section. If you are an MD or DO, you are required to fill out your residency information.

3. Grow Therapy will ask you to complete Cultural Competency Training, so we recommend that you proactively select yes.

Tips for your CAQH Submission

Specialties

While you're required to fill in your primary specialty and certifications, we also recommend filling in any **Special Experience, Skills and Training** that is relevant to you, particularly if you have worked with unique patient populations, conditions, or methods.

If you are an MD, DO or NP, Grow requires you to also fill in your **Board Certification** information. You must have a specialty related to **psychiatric health** in order to practice with us.

Practice Locations

Please review this section to make sure that all listed practice locations are current and accurate.

If you already have practice location(s) in your CAQH, please review this section to make sure that all listed practice locations are current and accurate. **Our credentialing team will add the Grow Therapy Practice Location based on your licensed state(s) on your behalf.**

19

Tips for your CAQH Submission

Hospital Affiliations

You may skip this section if you are not affiliated with any hospitals. If you do have admitting privileges, admitting arrangements, or non-admitting affiliations, simply fill in the required information.

Credentialing Contacts

No need to fill this in - we'll add Grow as your credentialing contact once you have completed your submission.

Tips for your CAQH Submission

Professional Liability Insurance*

This is the most common section that holds up Credentialing! Please double check page 4 to make sure that your Certificate of Insurance meets our requirements.

If you already have a policy, most of the information you need for this section should be on your **Certificate of Insurance** for your malpractice insurance. The few things that you may have to look into at the following:

Unlimited Coverage - If you have per claim or aggregate limits to your policy, select **no**.

Individual Coverage - Please select **yes** for individual coverage unless you are covered through a group or by another individual. If that's the case, you'll need to purchase a new individual policy.*

Self Insured - Please select **no** for self insured unless you are backing your own policy. If that's the case, you'll need to purchase a policy.*

Please do not check off "I am covered by FTCA" unless you have Federal Tort Claims Act Coverage. If you check this off, you will be required to upload your FTCA documentation in the documents section.

*If you need to purchase a policy, please see page 7.

Tips for your CAQH Submission

Employment

You'll need your resume for this one! List your **current employment and work history as a health professional through the practitioner's application or CV for the past 5 years** (or since you received your initial licensure date). If you have any **gaps in your resume longer than 6 months**, you'll also need to add an explanation as well.

For Grow, you can use the following information:
>   Practice/Employer Name: Grow Healthcare Group PA
>   Address: 66 West Flagler Street, Suite 900, Miami, FL 33130
>   Phone Number: 786-244-7711

Please also add your start date and list us as a current employer.

Professional References

We recommend adding **3 professional references**, which should be people who you have worked with in a professional capacity as a mental healthcare practitioner. You should ask for their permission to list them on your CAQH submission, as they may be contacted to confirm your work history.

No need to input all of the contact information, but you should input at least First & Last Name, Phone Number and Email Address.

Tips for your CAQH Submission

Disclosures

Please answer all questions honestly. If you select **Yes** for any of the disclosures, you'll be asked to provide an explanation.

If you have ever been reported to the National Practitioner Data Bank, had any malpractice settlements, or have any current or previous disciplinary action against your license, **it is essential that you provide a comprehensive explanation** to avoid delays in processing your application.

Authorization Setting

Healthcare organizations using CAQH ProView require your authorization to access your self-reported and attested information to conduct processes, such as, credentialing, provider directory updates and claims processing. We ask that you select "**Yes - Release my data to any organization that requests it**" in order to speed up the credentialing process for each insurance provider.

Tips for your CAQH Submission

Double Check Your Info

Go back to the homepage to check that you entered all of the required fields. If your Profile Data is complete, your homepage should look like the picture to the right.

If any of the progress bars are **red or yellow**, there's something missing in that section. Click on the link to that section and look for the note "Please review and correct the error(s) in this record" to **correct the error.**

The **Practice Locations, Credentialing Contact, and Document sections may still be red or yellow, and that's okay**! Grow will put in that information on your behalf.

Tips for your CAQH Submission

Attestation

Click the **Review & Attest** button in the top right corner. Review the attestation information, and click the red "Attest" button. **If you are unable to complete this step, Grow will finalize your information and then complete it on your behalf.** After that, we'll email you to let you know that you can upload your documents!

Ongoing Attestation Maintenance

You are responsible for re-attesting to the information in your CAQH account every 120 days to ensure your data is maintained and accurate for health plan use. CAQH Proview will email you to remind you when you are due for re-attestation. To complete your reattestation, follow the steps in the Reattestation Section of this Guide. If you're having trouble re-attesting because of incomplete Grow information, please reach out to our support team.

Tips for your CAQH Submission

Document Uploads

After you finish your attestation, you will need to upload a few documents in order to complete your CAQH Submission. Two documents are required:

> **CAQH Standard Authorization, Attestation and Release** - you can download a blank version on the documents tab. Please sign and upload the signed document
> **Professional Liability Insurance** - click upload and submit you COI for malpractice insurance

While these are not required, we recommend that you also upload:

> **Graduate School Diploma**
> Your State Practitioner License (select **"State License"**)
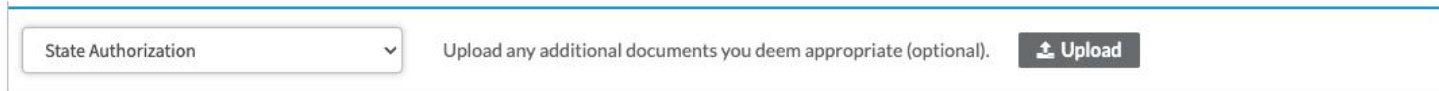> **DEA License** (if applicable)

Documents will take 2-3 business days to process. If the document is marked "failed" or "expired," you can hover over the info icon near the document's status to see why it was rejected and then upload a new copy.

North Carolina Providers ONLY

CAQH requires North Carolina providers to upload State Release forms for each organization that views their CAQH. To upload a State Release for Grow Therapy, please do the following:
1. Go to this form to sign the Release with Grow, then download the PDF after signing.
2. Upload the form to your CAQH documents section by scrolling to the bottom, selecting **State Authorization**, then clicking **Upload**.

State Authorization	Upload any additional documents you deem appropriate (optional).	⬆ Upload

If you do not fill out this form, Grow will sign the form and upload it on your behalf.

As each health plan reviews your credentialing application, they will request access to your CAQH, and **you will have to sign an additional state release for each health plan**. We understand that this is tedious, but it's essential to getting you in-network with our non-delegated health plans. **You will receive an email from CAQH when the health plan requests this form.** Please sign these within 5 business days so that they don't close your credentialing application!

Credentialing Cheat Sheet

A quick list of what to check for before submitting your information to Grow.

grow

Credentialing Cheat Sheet

Check the following before submitting!

- ❏ Cannot appear on any sanctions or limitations lists, including any State Medicaid Lists, the Medicare Opt Out List, the OIG exclusions list, Social Security Death Masterfile, CMS Preclusion List, and the OFAC Reporting.
- ❏ Name on CAQH matches all professional IDs and current documents (malpractice COI, NPI, License, DEA)
- ❏ Professional Liability Insurance Certificate (COI) is current and will not expire within 60 days of submitting your form to Grow
- ❏ COI has your legal name under "Name Insured"
    - ❏ If you have a COI through your business, your name must be listed as the owner
- ❏ Malpractice minimum limits must be at least $1 million incident/$3 million aggregate for all providers except:
    - ❏ NPs in CA and FL: 100K/300K
    - ❏ NPs in IN: 500K/1.5M
- ❏ NPI number is individual and not business
- ❏ Taxonomy codes are relevant to licensure

Credentialing Cheat Sheet

CAQH Includes all of the following information:

- ❏ Personal Information includes any and all:
    - ❏ Aliases
    - ❏ Address
    - ❏ DOB
    - ❏ SSN
    - ❏ Personal Email
    - ❏ Provider Type
- ❏ License(s) listed in CAQH are complete and accurate
- ❏ Licenses have no reduction of limits and are not on probation
- ❏ Highest degree relevant to provider type must be in CAQH (Masters Degree or higher)
- ❏ Minimum of 5 year work history (if applicable) and gap explanations for any gaps over 6 months
- ❏ Ensure disclosure questions are answered accurately with explanations if applicable
- ❏ Upload all required documents
- ❏ Prescribers only
    - ❏ MDs/DOs must list residency
    - ❏ Must list Psych Mental Health specialty
    - ❏ Must have DEA license for each state you are practicing in
    - ❏ DEA is active and Paid; Cannot be "Exempt"
    - ❏ CDS is listed if applicable (see slide 14)

You're All Set!

Please reach out to your Provider Growth Associate if you have any additional questions!

grow