

Provider Notice

To: All Providers
From: Dan Eisenhauer, Director of Operations
Date: December 22, 2021
Subject: AD 21 111 Re-Credentialing Process and Requirements

PerformCare complies with PA DHS HealthChoices and NCQA standards for Credentialing and Re-Credentialing network providers in accordance with PerformCare policy QI-CR-001: Credentialing and Re-credentialing Criteria-Facilities and related Attachments and policy QI-CR-002: Credentialing and Re-credentialing Criteria - Practitioners and related Attachments.

The purpose of this notice is to clarify the timelines for Provider Re-credentialing processes and to emphasize that Providers who do not comply with Re-credentialing timelines will be recommended for termination from the PerformCare provider network to the PerformCare Credentialing Committee.

Providers must be Re-Credentialed by PerformCare every three years. The AmeriHealth Caritas Corporate Credentialing Team manages credentialing for PerformCare Providers in collaboration with PerformCare's Quality Improvement and Provider Relations Departments. The timeline of the Re-Credentialing process is outlined below:

First Outreach: At approximately four months prior to the credentialing expiration date, Corporate Credentialing Team staff send a letter notifying providers that re-credentialing documents are due within 30 days.

Second Outreach: If a provider does not submit the required material within 30 days of the First Outreach letter, Corporate Credentialing Team staff will contact the provider via phone. If Corporate Credentialing staff need to leave a voice mail, they will also send an email to the provider.

Third Outreach: If a provider does not submit the required materials with 14 days of the Second Outreach, the Corporate Credentialing Team sends the provider a notice of intent to terminate via email. The PerformCare Account Executive is copied on the email notice of intent to terminate.

As part of the third outreach, the Provider's assigned PerformCare Account Executive will also outreach to the provider, and may include additional contacts within the provider organization in order to escalate the request for the required Re-credentialing materials.

Fourth Outreach: If the provider has still not submitted the required materials 6 weeks prior to the existing credentialing expiration date, Corporate Credentialing Team staff will outreach via phone to the provider. If Corporate Credentialing Team staff need to leave a voice mail, they will also send an email to the provider.

Providers who have a legitimate reason for a delay in furnishing required Re-credentialing documents to the Corporate Credentialing Team including lacking documents from third parties, such as an OMHSAS license, or FBI clearance information, Providers may submit a written request for an extension to the Re-credentialing deadline. The written request for an extension must be submitted 30 days prior to the Provider's Credentialing expiration date and must include the specific documentation that is not available to the Provider, and the status of the missing documentation. For example, the licensing visit occurred on xx/yy/zzzz date, or FBI fingerprinting was scheduled or completed on xx/yy/zzzz date.

PerformCare will present Provider requests for an extension to the Credentialing Committee and upon approval, the Provider's Re-credentialing status will be pended by the PerformCare Credentialing Committee.

Providers who fail to submit all required re-credentialing materials by the due date, and who do not have an approved Re-Credentialing extension will be recommended to be terminated from the PerformCare Provider Network. If the PerformCare Credentialing Committee approves the termination, Providers will be notified via a termination letter and will have the opportunity to submit the required materials within 30 days of receipt of the termination letter.

Providers who receive a termination notice and who do not submit the required materials within 30 days may re apply to become a PerformCare Provider by submitting a new Credentialing application per policy QI-CR-001: Credentialing and Re-credentialing Criteria-Facilities and related Attachments and per policy QI-CR-002: Credentialing and Re-credentialing Criteria - Practitioners and related Attachments.

cc: Lisa Hanzel, PerformCare
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PerformCare Account Executives