POLICY STATEMENT:

It is the policy of Texas Tech University Health Sciences Center School of Medicine to facilitate communication and cooperation between the School of Medicine and the Medical Staff Office to promote continuity of the credentialing process. (Refer to source document TTUHSC Interlocal Cooperation Agreement (Clinical Credentialing Services ALMW 01654).

SCOPE:

This policy applies and will be distributed to all TTUHSC School of Medicine Clinics in Lubbock, also known as Texas Tech Physicians of Lubbock.

PROCEDURE:

1. **Initial Credentialing and Provider Enrollment.** By submitting a form online, located on the SOM MPIP Managed Care web site (Provider-Payer Relations: Credentialing Information and Forms under Providers, Credentialing), the SOM Department Administrators should obtain the following forms as soon as possible:
   a. Applicable HSC and UMC privileges forms
   b. TDI Application
   c. Joint TTUHSC/UMC Credentialing Packet
   d. Power of Attorney

By submitting this request form via the web site, UMC’s Medical Staff and the SOM MPIP Provider Enrollment offices are notified of a faculty candidate. Provider Enrollment will contact the requesting department to confirm that a packet of applications for purposes of enrolling this provider with the insurance carriers is required. If so, such a packet tabbed with sign/date/notarize labels will be delivered to the department.

To expedite the credentialing process, the SOM Department Administrators should, as soon as possible, obtain the information and documentation listed in the beginning pages of the HSC/UMC Credentialing Packet.

The Department Administrator will have the candidate sign all necessary documents and return to the Administrator. The Administrator is then responsible for forwarding the appropriate packets to the appropriate areas, outlined below.

<table>
<thead>
<tr>
<th>SOM MPIP Provider Enrollment</th>
<th>UMC Medical Staff Office</th>
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<tbody>
<tr>
<td>Copy of the TDI Application</td>
<td>Original TDI Application</td>
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<tr>
<td>Copy of all attachments</td>
<td>Original attachments</td>
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<tr>
<td>Copy of the joint TTUHSC/UMC Credentialing</td>
<td>Original joint TTUHSC/UMC Credentialing Packet</td>
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<tr>
<td>Original Power of Attorney</td>
<td>Original HSC and UMC privileges forms</td>
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<tr>
<td>Original Billing Area Information Form</td>
<td>Original Background Check Consent Form</td>
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<tr>
<td>Original Insurance Enrollment Applications</td>
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For an efficient credentialing and enrollment process, it is imperative that all requested attachments be included and that all copies and originals are distributed to the appropriate offices as noted above.

Once MPIP Provider Enrollment receives all necessary documents, the new provider will be entered into an Access database, along with demographic information.

To ensure proper billing practices for credentialed licensed practitioners, MPIP Provider Enrollment will not assign an IDX provider number without a signed Power of Attorney. This form must be signed by all parties.

MPIP Provider Enrollment will complete the signed insurance applications and submit to the carriers, subject to the delegated credentialing status and rules with that carrier.

The Department Administrator and MPIP Provider Enrollment should maintain communication with the Medical Staff Office regarding the credentialing status of the candidate.

The Department Administrators will consult with Provider Enrollment and not allow the new faculty member to see patients under certain insurances depending upon the effective dates, provider numbers, and other rules set by that managed care carrier.

UMC’s Medical Staff Office distributes a monthly report summarizing the results of the Credentials Committee. As soon as MPIP Provider Enrollment receives this update, applications pending verification of UMC credentialing can then be submitted to the remaining carriers.

Follow-up on pending provider numbers and effective dates is done on a regular basis. Administrators and MPIP Business Office staff are notified as soon as this information is obtained.

2. **Recredentialing and Reappointment.** In order to aid in the evaluation of practitioners by the Credentialing Committee, provider-specific performance information is supplied by way of PI profiles. The SOM Director of Performance Improvement should provide requested PI profiles to the UMC Medical Staff Office as follows:
   a. Monthly request for practitioners due for provisional or permanent status determination
   b. Annual requests for practitioners due for reappointment

3. **Delegated Credentialing.** In instances where TTUHSC has contracted with insurance carriers for delegated credentialing, the Medical Staff Office will coordinate and oversee all audits of the credentialing process. Additionally, the MSO will notify the Director of Performance Improvement of impending audits and of all audit results.

   MPIP will send new and/or renewal delegated credentialing agreements to the Director of Performance Improvement and to the Medical Staff Office for review.

4. **Non-Delegated Credentialing.** In instances where carriers with whom the SOM is contracted do not delegate the credentialing process, the SOM Director of Performance Improvement will coordinate with departments/clinics and managed care organizations to carry out site surveys of specific departments.

   The Director of Performance Improvement will coordinate credentialing audits for managed care organizations that conduct their own credentialing process (as opposed to those organizations that accept delegated credentialing) with the following: Medical Records; UMC Medical Staff Office.

**APPROVAL AUTHORITY:**

This policy shall be reviewed and approved by the Chief Medical Officer.
RESPONSIBILITY AND REVISIONS:

It is the responsibility of the MPIP Managed Care Department to review and initiate necessary revisions to this policy. Administrative management of the policy will be the responsibility of the Office of Performance Improvement.

Signatory approval on file by: Dale M. Dunn, MD
Chief Medical Officer