Contracting and Credentialing for Nursing Facilities and Skilled Nursing Facilities

Molina Healthcare of Texas | Nursing Facility Provider Services
NFProviderServices@MolinaHealthcare.com

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Nursing Facility Contract vs. Skilled Nursing Facility Contract

Nursing Facility

- Licensed by the State of Texas
- Medicaid contract
- Requires a Molina **Nursing Facility Provider Agreement (NFPA) for STAR+PLUS**
- Requires credentialing per HHS defined criteria starting April 1, 2018
  - All NFs must be credentialed by December 31, 2018
- Future HHS performance criteria

Molina contracts are <u>NOT</u> transferrable.

- Changes of Ownership require NEW contracts under the NEW Tax ID
  - You cannot bill under the "old" contract and Tax ID

Skilled Nursing Facility

- Licensed by the State of Texas
- Medicaid contract
- Medicare contract for Medicare Part A and Part B Services
- Requires a Molina **Hospital Service Agreement (HSA)**
  - Medicare Medicaid Program (MMP)
    - Accompanying MMP Amendment
  - Molina Medicare Advantage
  - Molina Marketplace
- Requires credentialing per Molina's Skilled Nursing Facility Criteria

To request a contract email: *MHTNursingFacility @MolinaHealthcare.com*

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Nursing Facility Contract vs. Skilled Nursing Facility Contract

Nursing Facility Provider Agreement (NFPA)

- STAR+PLUS members
- Benefits Covered:
    - Nursing Facility Daily Unit Rate
    - Enhanced Staffing Add-On
    - General and Professional Liability Insurance Add-On
    - Add-On Therapy* (GDT)
    - Ventilator Add-On
    - Trach Add-On
    - Medicare Co-insurance for skilled care

*Prior Authorization Required

Hospital Service Agreement

- MMP Members
    - With accompanying MMP Amendment
- Molina Medicare Advantage Members
- Molina Marketplace Members
- Benefits Covered:
    - Skilled Nursing Care*
    - "Part B" Services*
    - Benefit coverage varies by product

*Requires Prior Authorization

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Nursing Facility Credentialing – Hospital Services Agreement

Molina Hospital Service Agreement (MMP, Medicare Advantage, Marketplace)

Molina Requirements for Credentialing:

- A completed credentialing application, which includes but is not limited to:
  - Demographic forms, with supporting documentation (copy of W9 required)
  - Requests for provider disclosure of all federal or state NF sanctions and penalties
  - The most recent HHS inspection/survey (copy required)
- Disclosure of Ownership
- **Professional/General Liability Insurance (certificate of insurance copy required)**
- Valid Texas Nursing Facility license (copy required)
- Medicare and/or Medicaid certification (copy of letter)
- Clinical Laboratory Improvement Amendment (CLIA) Certification or CLIA Waiver (copy required)
- The NF is not listed on the following website as excluded from participation in any federal or state health program
  - HHSC-OIG exclusions and
  - HHSC-OIG Exclusion Search; and
- The NF's enrollment has not been terminated or it's Medicaid provider contract cancelled by the HHSC-OIG

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NPFA – STAR+PLUS
"DEEMED" Credentialing Status

Molina will "DEEM" any Nursing Facility as "Credentialed" for the **NFPA** (STAR+PLUS) <u>if</u> the NF is already credentialed with a **HSA** (MMP, Medicare Advantage, Marketplace)

- No further action will need to be taken by the Nursing Facility
- Molina will send the NF a letter advising of the "DEEMED" status
  - Original Molina credentialing date will not change
  - Re-credentialing is required every 3 years
  - Notice to re-credential is sent 6 months prior to it expiring (will be coming from Aperture Credentialing LLC)

NPFA – STAR+PLUS
NF NOT Credentialed Status

If the NF is not already credentialed with Molina

- Molina will send the NF a letter advising of the NOT CREDENTIALED status
- The NF will have until December 31, 2018 to become credentialed:
  - Failure to be credentialed will result in the termination of the Nursing Facility Provider Agreement (NFPA) on December 31, 2018.
  - NFs without a NFPA will be paid at 95% of the standard contract rate

Application to be credentialed must be submitted through the Texas Association of Health Plans (TAHP) Credentialing Verification Organization (CVO)

- Use of the CVO is NOT optional
- Initial credentialing for all lines of business
- Re-credentialing for all lines of business

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NPFA – STAR+PLUS
Contract Amendment

Molina will be sending a NFPA Amendment addressing the HHS required changes:

- Section 2.13 Credentialing
- The removal of Section 2.36 Significant Traditional Provider Status which expired on February 28, 2018.

The Amendment will need to be signed and returned to Molina

- It can be mailed or emailed per the directions on the letter.

Texas Association of Health Plans
Credentialing Verification Organization

Credentialing and re-credentialing for all Medicaid Managed Care Organizations will be coordinated through the Texas Association of Health Plans (TAHP) – Credentialing Verification Organization (CVO).

What is a Credentialing Verification Organization (CVO)?

- The CVO is responsible for receiving completed applications, attestations and primary source verification (PSV) documents for credentialing healthcare providers.
  - PSV is the verification of the provider's reported qualifications by the original source or an approved agent of that source.
- Aperture Credentialing, LLC will be performing the PSV functions on behalf of all Medicaid MCOs.
- Availity, LLC will provide a portal for applications, tracking and storage of documents.

Texas Association of Health Plans
Credentialing Verification Organization

The CVO's credentialing process will:

- Lower administrative burden – only one application for all Medicaid MCOs
- Save time by eliminating duplicative efforts with multiple Medicaid MCOs
- Streamline the re-credentialing dates with all the Medicaid MCOs
  - Re-credentialing dates for all MCOs will be the same.
- Utilize a web-based portal (Availity) to easily update and maintain application information for multiple product lines
  - Allow uploading of files to make credentialing a paperless process
- Aperture Credentialing, LLC will notify NF in advance of the need to re-credential
  - Will use the earliest date amongst the Medicaid MCOs to put all MCOs on the same schedule.

Texas Association of Health Plans
Credentialing Verification Organization

Availity Portal

- Initial and Re-credentialing applications

- Can start/stop, return to application

- Ability to track the progress of the application

- Stores data and documents

    - Pre-populates re-credentialing applications

    - Re-credentialing will only require updating of certain data fields and files

        - You can update files at any time.

Paper Applications

- Initial and re-credentialing applications

- Go directly to Aperture Credentialing, LLC

    - Paper applications are NOT loaded into Availity

- Errors on the application will require a resubmission

- No ability to track the progress of the application

- Re-credentialing will require a newly completed paper application submitted to Aperture Credentialing, LLC

    - Resubmission of supporting documentation

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CVO Credentialing Process on the Availity Website

The Availity Portal

✓ Multiple payers

✓ One website

✓ One log-in

✓ Secure, compliant network

✓ No cost

Availity helps healthcare get better.

better information. better insights. better outcomes.

Better information
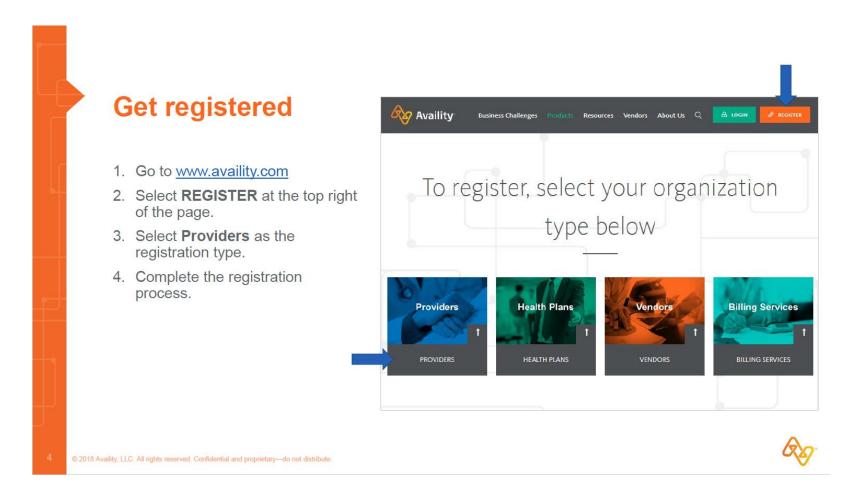
INSIGHT Access many payer-specific tools and third-party applications quickly using Availity's single sign-on (SSO) links. Embedded right at the point of need, open these tools without having to log in separately.

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CVO Credentialing Process on the Availity Website

How to start the Credentialing Process:

- Register your Nursing Facility on the Availity website
    - www.Availity.com

CVO Credentialing Process on the Availity Website

You'll need…

- Basic organization information
- An individual email address
- Tax ID
- NPI (unless exempt)

Select 313M00000X Nursing Intermediate Care Facility

Select 314000000X Skilled Nursing Care
Add if you are a SNF and contract for
skilled care with any of the Medicaid MCOs

Organization Information

Organization Setup

Organization Name
Enter the name of the company you work for. ❓ Providing a service on behalf of a provider?

Organization Phone Number
(__) ___-____ ext. _____

Organization's Physical Address

Street Address

City State ZIP / Postal Code
Select... ▾

☑ Billing and physical address are the same.

Taxonomy and Specialty

Primary Specialty/Taxonomy
Select... ▾

Additional Specialties/Taxonomies (Optional)
Select... ▾
It's okay to select more than one.

Payers' Regions

This organization is contracted in the following states:
Select... ▾

Back | Next

CVO Credentialing Process on the Availity Website

Initial Credentialing Process

Provider requests to join MCO network → MCO notifies Aperture to start the credentialing verification process → Aperture sends instructions to the provider to submit the credentialing application → Provider completes and submits the credentialing application (using the Availity Portal) → Aperture processes the primary source verification of the credentialing application → MCO reviews the credentialing results → Provider receives notification of the results
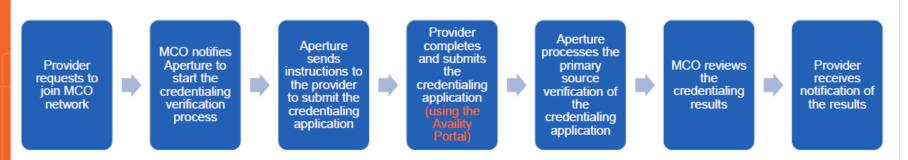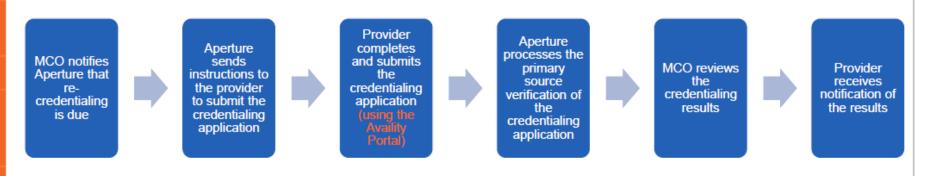
- If the NF is **already credentialed** with their contracted Medicaid MCOs as a SNF:
  - NF will be "DEEMED" credentialed for Nursing Facility
  - MCOs will be sending out notices to NFs advising of their "DEEMED" status
- If a NF **has not previously been credentialed as a SNF** by their contracted Medicaid MCOs:
  - NF will need to complete an application as an initial credentialing
- Any change of ownership (CHOW) requires **new contracts** with the Medicaid MCOs and an **initial credentialing** application under the new ownership

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CVO Credentialing Process on the Availity Website

Re-credentialing Process

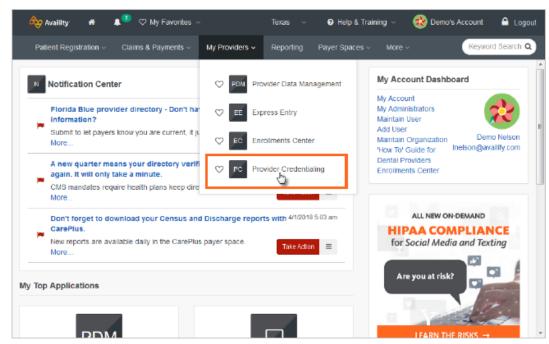| MCO notifies Aperture that re-credentialing is due	→	Aperture sends instructions to the provider to submit the credentialing application	→	Provider completes and submits the credentialing application (using the Availity Portal)	→	Aperture processes the primary source verification of the credentialing application	→	MCO reviews the credentialing results	→	Provider receives notification of the results

- NFs that are already credentialed as SNF with their contracted Medicaid MCO are required to re-credential every three years.
- Some NFs may need to re-credential based upon their SNF credentialing date with their Medicaid MCOs.
  - Dates my vary by MCO.
  - Earliest re-credentialing date will trigger a notice to the NF of the need to re-credential, and/or
  - Re-credentialing date will reset the credentialing date with **ALL** the Medicaid MCOs to be the same.

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CVO Credentialing Process on the Availity Website
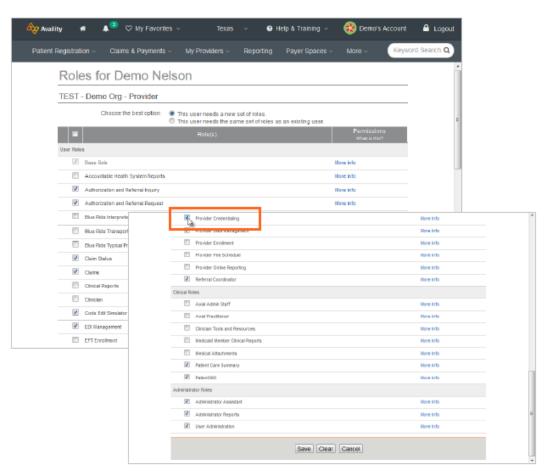
CVO Credentialing Process on the Availity Website

Provider Credentialing role

Administrators must assign the Provider Credentialing role to themselves as well as other users who will need access.

1. On your My Account Dashboard, click **Maintain User**.

2. Locate and click the name of the user who needs the access.

3. Next to the name of the organization, click **View/Edit**.

4. Locate and select the check box next to the **Provider Credentialing** role.

5. Click **Save**.

Note: You will need to logout of the account for the change to take effect.

CVO Credentialing Process on the Availity Website
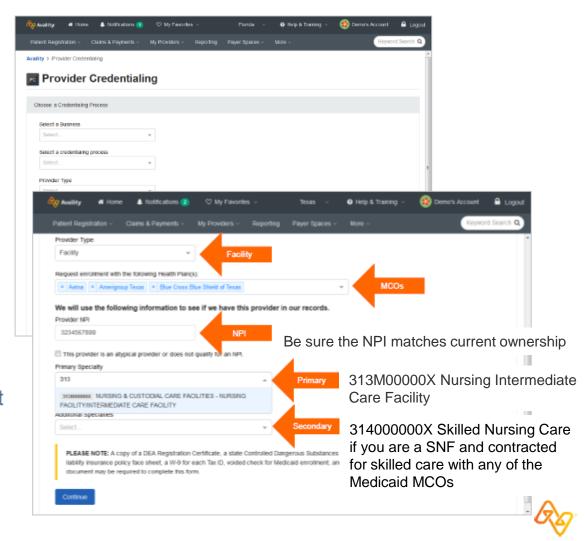
Tips for completing an application

- To start a new application, click **Credential a Provider** on the Provider Credentialing dashboard.

- All fields are required unless specified as optional.

- Information can be saved once all required fields in a section are complete. Click **Continue** or **Save & Continue**.
  - Once saved you can return to the application at a later time to pick up where you left off.

- Documents you will need prior to completing the application:
  - NF License
  - NF Insurance Certificate (if applicable)
  - HHSC survey (2567)
    - Plan of Correction
    - HHSC Cover Letter(s)
  - NF Clinical Laboratory Improvement Amendment (CLIA) or CLIA Waiver
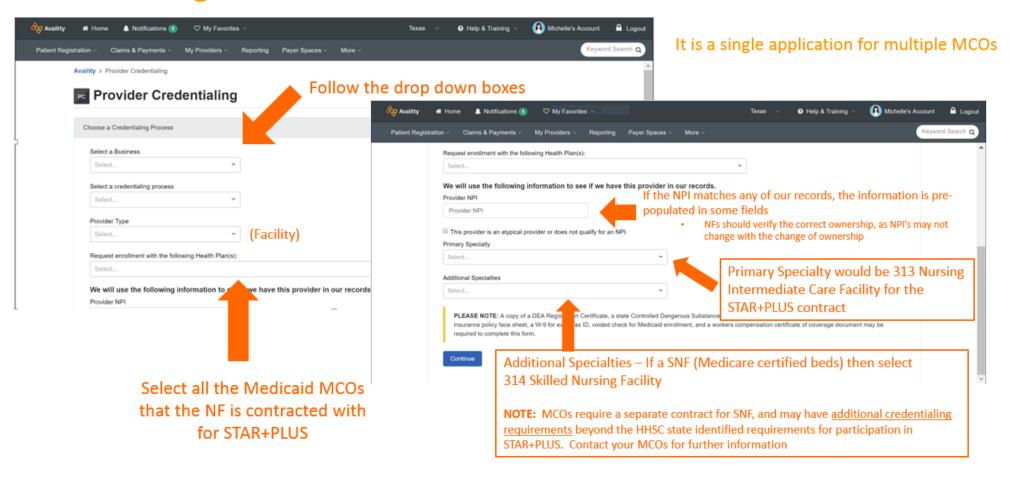
CVO Credentialing Process on the Availity Website

Credentialing a NF, SNF Provider

- Start the process with basic information.

- Single application for multiple health plans.

- If the NPI matches any of our records, the information is pre-populated in some fields.

- When selecting a specialty you can narrow the list by typing part of the specialty name or part of the taxonomy.
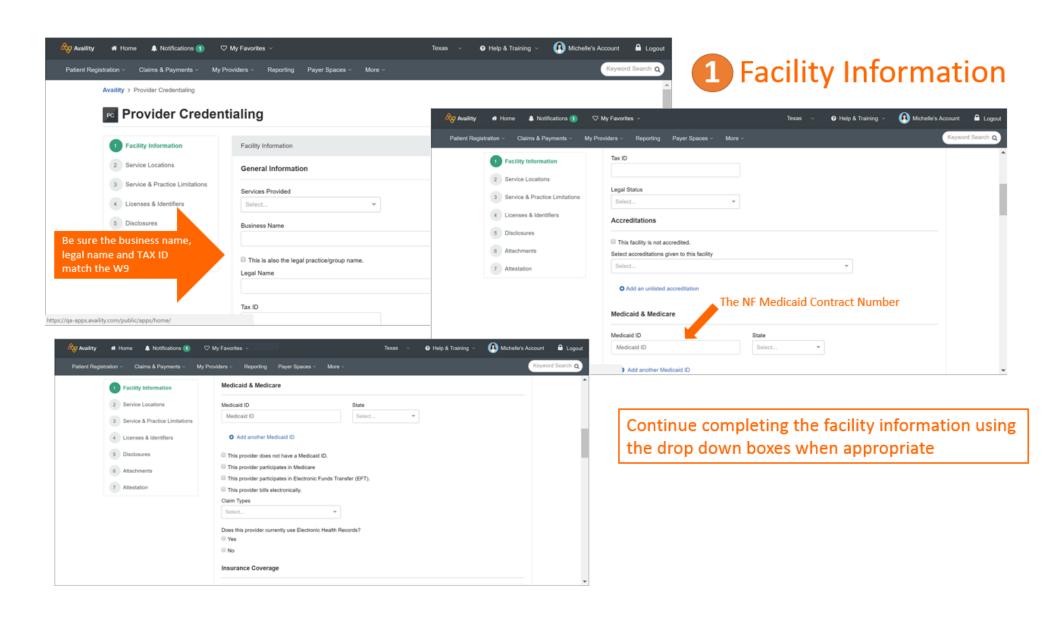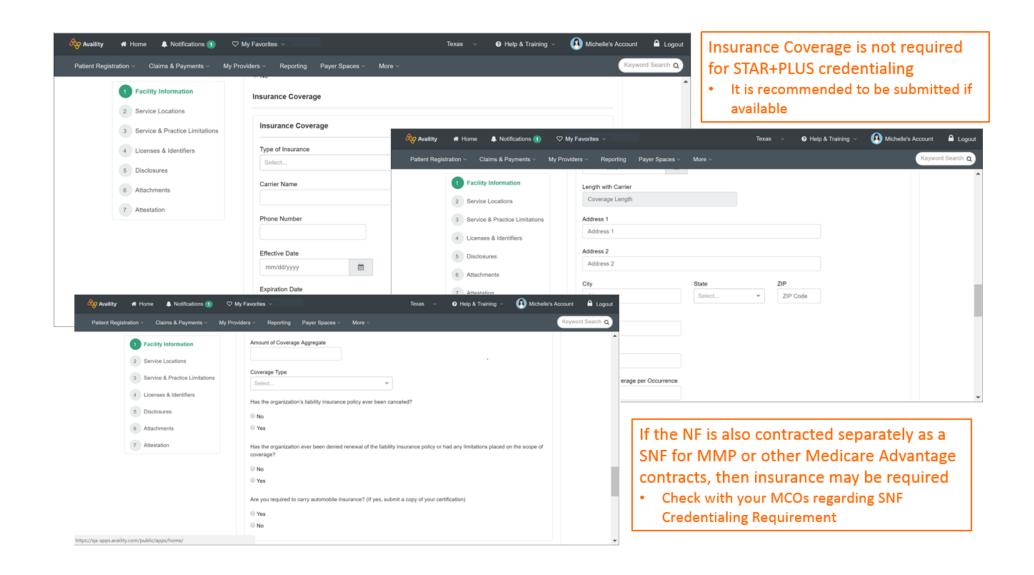 - You can add additional specialties, if needed.

Be sure the NPI matches current ownership

313M00000X Nursing Intermediate Care Facility

314000000X Skilled Nursing Care if you are a SNF and contracted for skilled care with any of the Medicaid MCOs

CVO Credentialing Process on the Availity Website

Credentialing a Provider

Follow the drop down boxes

(Facility)

It is a single application for multiple MCOs

If the NPI matches any of our records, the information is pre-populated in some fields
- NFs should verify the correct ownership, as NPI's may not change with the change of ownership

Primary Specialty would be 313 Nursing Intermediate Care Facility for the STAR+PLUS contract

Select all the Medicaid MCOs that the NF is contracted with for STAR+PLUS

Additional Specialties – If a SNF (Medicare certified beds) then select 314 Skilled Nursing Facility

NOTE: MCOs require a separate contract for SNF, and may have additional credentialing requirements beyond the HHSC state identified requirements for participation in STAR+PLUS. Contact your MCOs for further information

CVO Credentialing Process on the Availity Website

1 Facility Information

Be sure the business name, legal name and TAX ID match the W9

The NF Medicaid Contract Number

Continue completing the facility information using the drop down boxes when appropriate

CVO Credentialing Process on the Availity Website

Insurance Coverage is not required for STAR+PLUS credentialing
- It is recommended to be submitted if available

If the NF is also contracted separately as a SNF for MMP or other Medicare Advantage contracts, then insurance may be required
- Check with your MCOs regarding SNF Credentialing Requirement

CVO Credentialing Process on the Availity Website

Insurance Coverage

- In the **Facility Information** section:
  - Insurance Coverage is not required for STAR+PLUS credentialing
  - It is recommended to be submitted, if available
- If the NF is also contracted separately as a SNF for MMP or other Medicare Advantage contracts, then insurance may be required
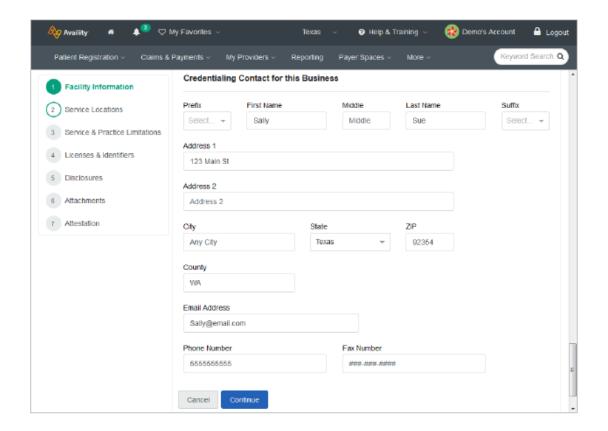- Check with your MCOs regarding SNF Credentialing Requirement

CVO Credentialing Process on the Availity Website

Business Contact

In the Facility Information section, be sure that the Credentialing Contact for the Business is the person who should be the point of contact for the MCOs.
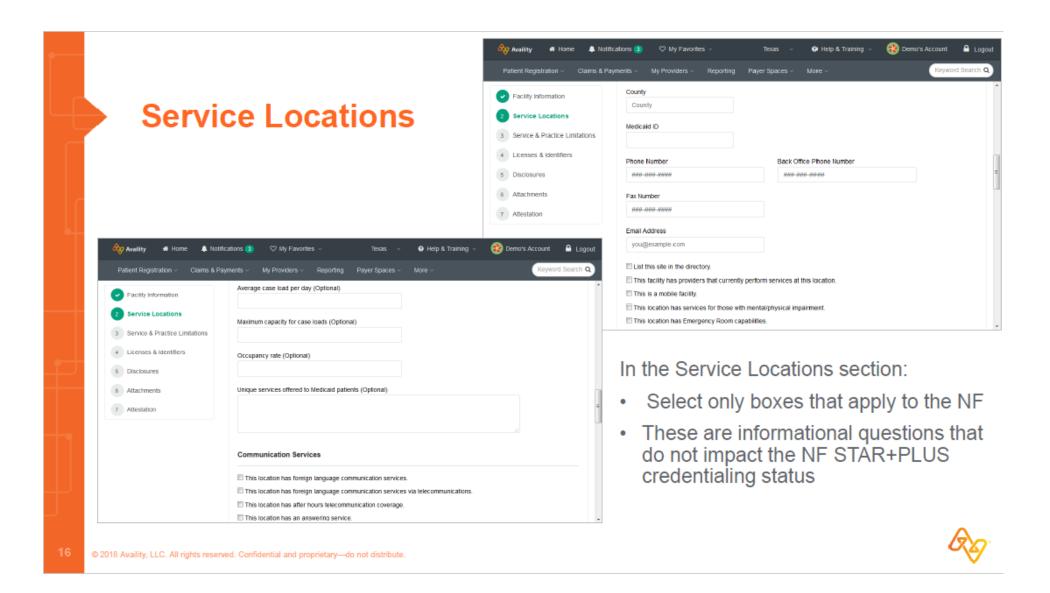
- This will be the contact for questions, as well as notifications for future re-credentialing notices.

- Be sure it is someone knowledgeable about the credentialing process and the content of the application.
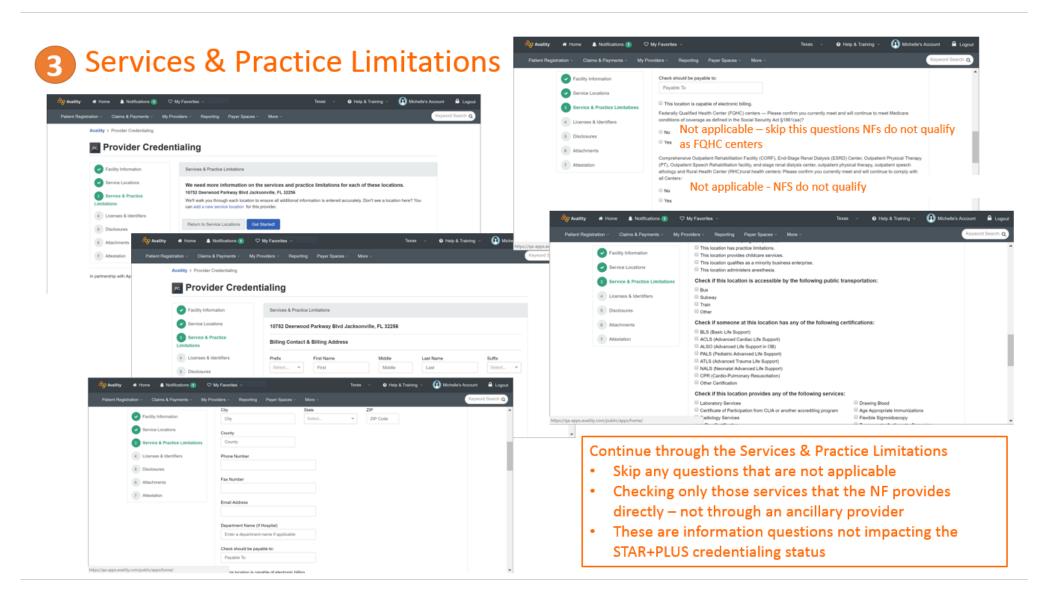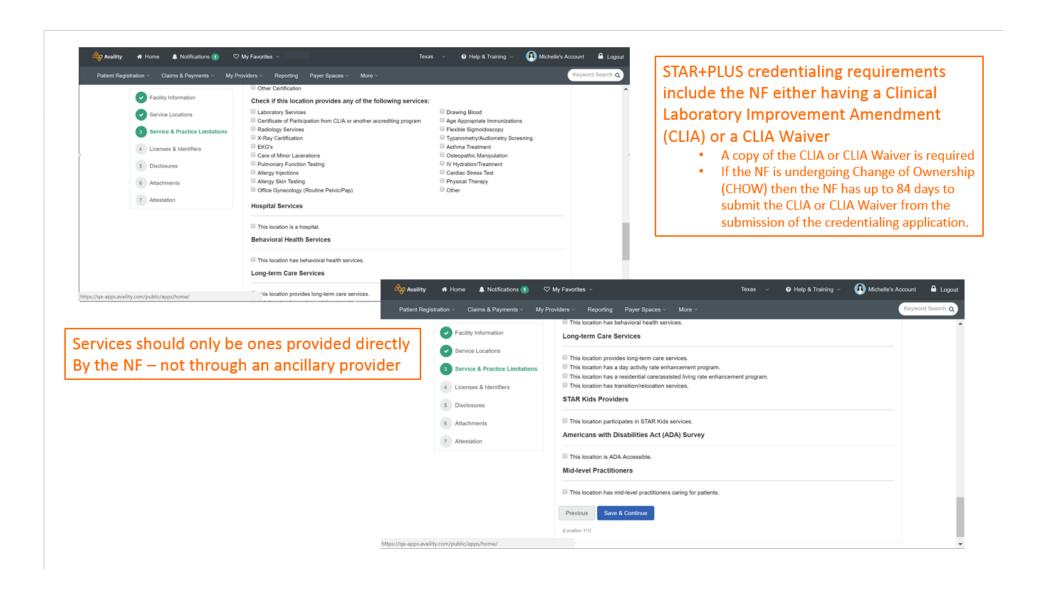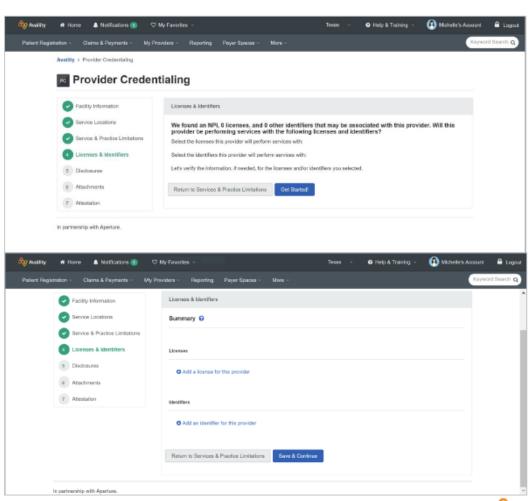
CVO Credentialing Process on the Availity Website

In the Service Locations section:

- Select only boxes that apply to the NF

- These are informational questions that do not impact the NF STAR+PLUS credentialing status

CVO Credentialing Process on the Availity Website

3 Services & Practice Limitations

Not applicable – skip this questions NFs do not qualify as FQHC centers

Not applicable - NFS do not qualify

Continue through the Services & Practice Limitations
- Skip any questions that are not applicable
- Checking only those services that the NF provides directly – not through an ancillary provider
- These are information questions not impacting the STAR+PLUS credentialing status

CVO Credentialing Process on the Availity Website

STAR+PLUS credentialing requirements include the NF either having a Clinical Laboratory Improvement Amendment (CLIA) or a CLIA Waiver
- A copy of the CLIA or CLIA Waiver is required
- If the NF is undergoing Change of Ownership (CHOW) then the NF has up to 84 days to submit the CLIA or CLIA Waiver from the submission of the credentialing application.

Services should only be ones provided directly By the NF – not through an ancillary provider

CVO Credentialing Process on the Availity Website

Licenses and Identifiers

Select **Add a license for this provider** and complete the license questions.

- NFs must have a current license in the name of the current ownership to be credentialed.

- NFs going through a Change of Ownership (CHOW) - applications are not complete until the new license is submitted.

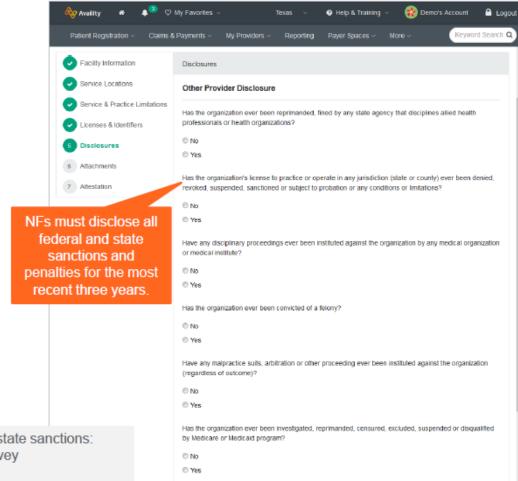- A letter from HHSC verifying the NF has a current license is acceptable for NFs recently completing a CHOW.

CVO Credentialing Process on the Availity Website

Disclosures

Answer each Disclosure question based on current ownership.

- Read through all of the disclosers carefully.

- Any question answered Yes will require further explanation.
  - A text box will appear with a 500 character capacity to explain.
  - If more room is needed, a separate document may be submitted with further explanation under the Attachments section.

INSIGHT Example of explanation for federal and state sanctions:
Texas Administrative penalties for the 4/15/16 survey
CMS Civil Money Penalties for 4/15/16 survey
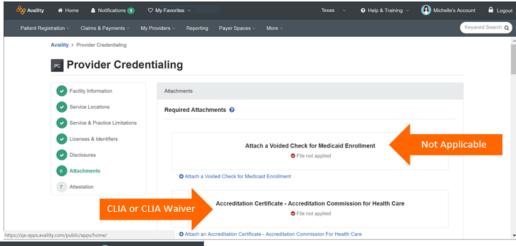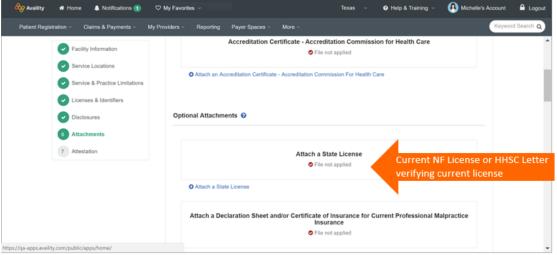Denial of Payment for 4/15/16 survey - DPNA for 5/31/16 - 6/15/16

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NFs must disclose all federal and state sanctions and penalties for the most recent three years.

CVO Credentialing Process on the Availity Website

⑤ Attachments

Accepted file types include TIF, JG, and PDF
- There is no file size limit

Not Applicable (annotation pointing to "Attach a Voided Check for Medicaid Enrollment")

CLIA or CLIA Waiver (annotation)

Current NF License or HHSC Letter verifying current license (annotation pointing to "Attach a State License")
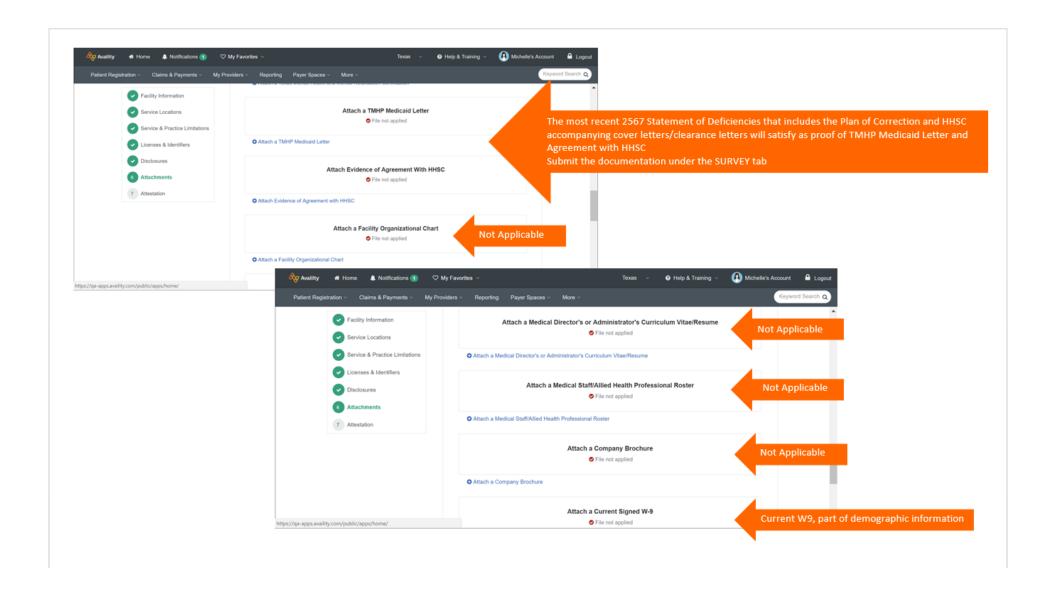
STAR+PLUS credentialing requirements include the NF either having a Clinical Laboratory Improvement Amendment (CLIA) or a CLIA Waiver
- A copy of the CLIA or CLIA Waiver is required
- If the NF is undergoing Change of Ownership (CHOW) then the NF has up to 84 days to submit the CLIA or CLIA Waiver from the submission of the credentialing application.
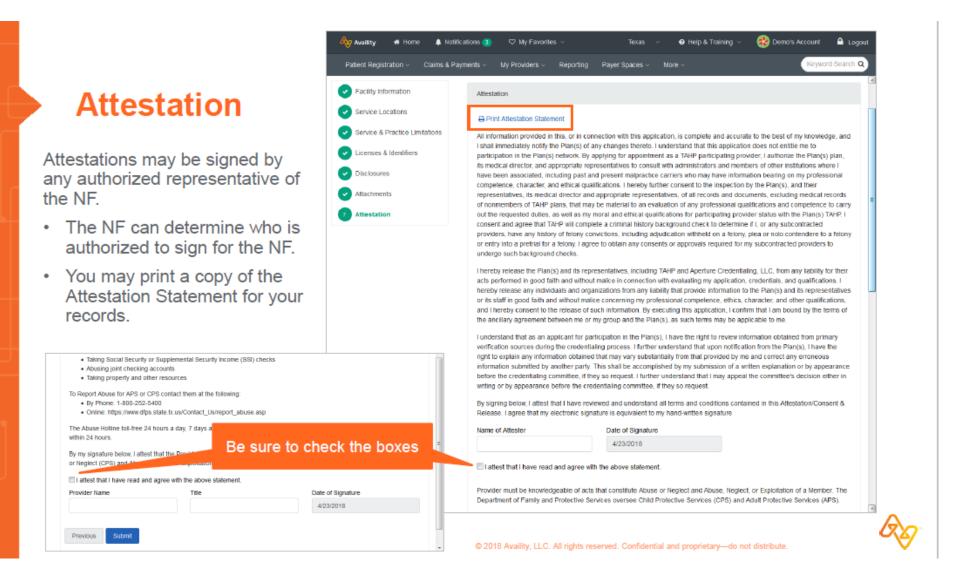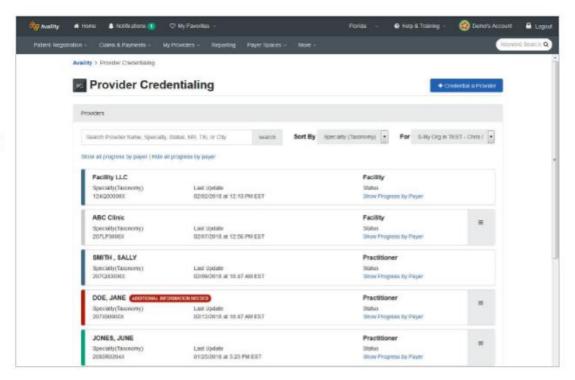
CVO Credentialing Process on the Availity Website

Not required for STAR+PLUS, but preferred - May be required for SNF credentialing

Not required for STAR+PLUS, but preferred - May be required for SNF credentialing

The most recent 2567 Statement of Deficiencies that includes the Plan of Correction and HHSC accompanying cover letters/clearance letters will satisfy as proof of Medicare participation Submit the documentation under the SURVEY tab

Not Applicable

Not Applicable

Not Applicable

CVO Credentialing Process on the Availity Website

The most recent 2567 Statement of Deficiencies that includes the Plan of Correction and HHSC accompanying cover letters/clearance letters will satisfy as proof of TMHP Medicaid Letter and Agreement with HHSC
Submit the documentation under the SURVEY tab

Not Applicable

Not Applicable

Not Applicable

Not Applicable

Current W9, part of demographic information

CVO Credentialing Process on the Availity Website

CVO Credentialing Process on the Availity Website

Credentialing Dashboard

- Search and sort the list with key information

- Statuses are color-coded
  - Gray - application has been started but not submitted
  - Blue - application has been submitted and is in progress
  - Red - error was found
  - Green - application has been approved

- Expand sections to view progress and history details

- Amend applications in-progress or with errors

- Re-credential approved providers

CVO Credentialing Process on the Availity Website

Credentialing Dashboard

a) Show or hide the progress of the application

b) Show or hide the history details of the application

NF Credentialing
Next Steps

- Complete a self assessment to determine your credentialing status.
  - Credentialing is NOT transferrable.
  - Credentialing must be under the current ownership.
- Compile the needed data and documents to complete an applications.
- Check your mail for letters advising you of your credentialing status.
  - Once you know your credentialing status, you may take action as necessary.

Credentialing Resources

- TAHP CVO - http://connect.tahp.org/news/379282/

- Questions for Molina - NFProviderServices@Molinahealthcare.com

Questions?

NF Credentialing Checklist

UMCM Contract	NF Submission Documents Checklist
The NF has completed the MCO credentialing application, which includes but is not limited to:	
Demographic forms, with supporting documentation	Completion of pages 1 -9 of the application and page 11 either on-line or a paper application; Current W9
Requests for provider disclosure of all federal or state NF sanctions and penalities for the most recent three years	Professional Disclosure Questions: If any of the questions are answered "YES" the NF needs to submit an explanation in response to the "YES" answer. EXAMPLE: Supply a listing with dates of any State or Federal penalities imposed and enforced such as Denial of Payment for New Admissions (DPNA), Civil Money Penalities (CMP), Texas Administrative Penalities, Directed Inservice, Temporary Management, Termination of contract, denial or revocation of license

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NF Credentialing Checklist

UMCM Contract	NF Submission Documents Checklist
The most recent HHSC inspection/survey	A copy of the most recent 2567 Statement of Deficiencies (annual or complaint) that includes the Plan of Correction, along with HHSC clearance letters indicating NF is in substantial compliance
The NF has a valid Texas NF license	Copy of the current license under current ownership
The NF has Medicare or Medicaid certification	The 2567 Statement of Deficiencies with Plan or Correction and the HHSC the clearance letter will indicate the Medicare and/or Medicaid certification

NF Credentialing Checklist

UMCM Contract	NF Submission Documents Checklist
The NF has Clinical Laboratory Improvement Amendment (CLIA) Certification or CLIA Certificate of Waiver	Copy of a current CLIA waiver under the current ownership.
For an NF undergoing a change of ownership (CHOW), in addition to the applicable STAR+PLUS MCO contract requirements for expedited credentialing, a complete application for expedited credentialing must include all of the required items listed as STAR+PLUS NF state-identified credentialing standards in (c) above, except for item (4), a CLIA Certification or CLIA Certificate of Waiver. The MCO must ensure that the NF submits a CLIA Certification or CLIA Certificate of Waiver to the MCO within 84 Calendar Days from the submission of the application for expedited credentialing.	If undergoing change of ownership (CHOW) submit notice that NF has submitted application for CLIA Certification or Waiver. NF must submit the CLIA Certification or Waiver within 84 days of completed credentialing application

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