

Contracting and Credentialing for Nursing Facilities and Skilled Nursing Facilities

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



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 NOT 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

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

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

NPFA – STAR+PLUS

“DEEMED” Credentialing Status

Molina will “DEEM” any Nursing Facility as “Credentialed” for the **NPFA** (STAR+PLUS) if 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 CREDENTIALLED 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

NPFA – STAR+PLUS

Contract Amendment

Molina will be sending a NPFA 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.

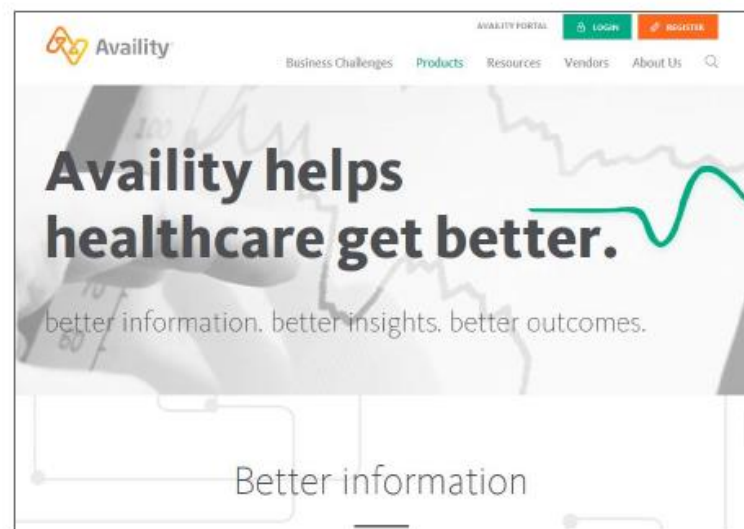
Paper Applications

- 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

CVO Credentialing Process on the Availity Website

The Availity Portal

- ✓ Multiple payers
- ✓ One website
- ✓ One log-in
- ✓ Secure, compliant network
- ✓ No cost



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.

3

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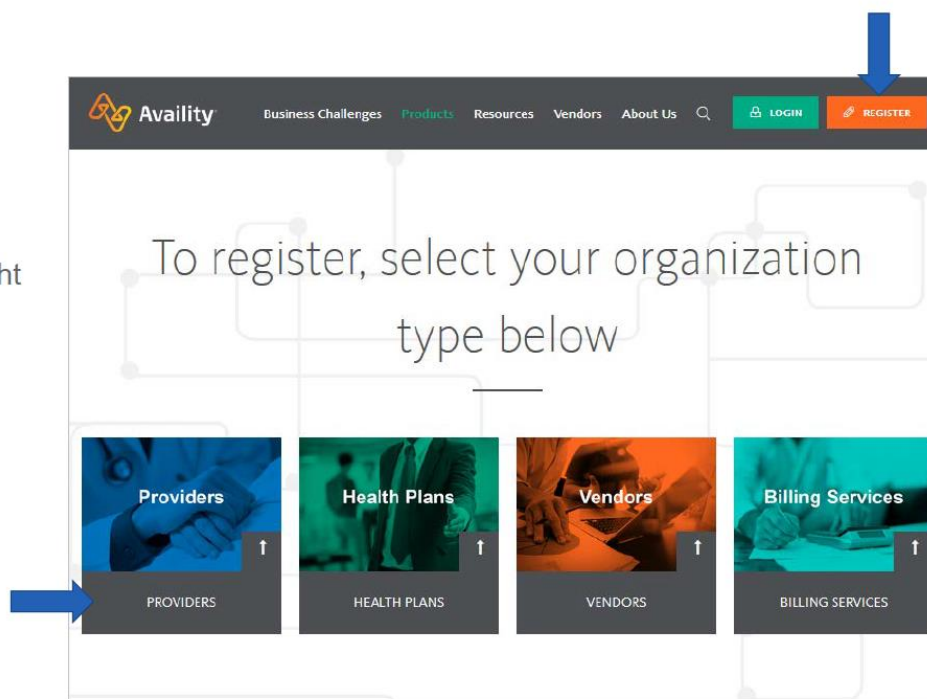
CVO Credentialing Process on the Availity Website

How to start the Credentialing Process:

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

Get registered

1. Go to www.availity.com
2. Select **REGISTER** at the top right of the page.
3. Select **Providers** as the registration type.
4. Complete the registration process.



4

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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

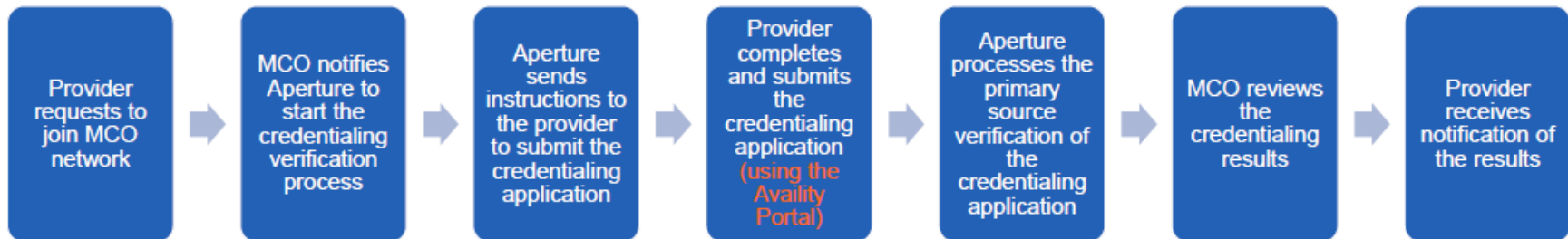
Select 314000000X Skilled Nursing Care
Add if you are a SNF and contract for
skilled care with any of the Medicaid MCOs

The screenshot shows the 'Organization Information' form on the Availity website. The form is divided into several sections: 'Organization Setup' with fields for 'Organization Name' and 'Organization Phone Number'; 'Organization's Physical Address' with fields for 'Street Address', 'City', 'State', and 'ZIP / Postal Code'; a checkbox for 'Billing and physical address are the same.'; 'Taxonomy and Specialty' with a dropdown for 'Primary Specialty/Taxonomy' and another for 'Additional Specialties/Taxonomies (Optional)'; and 'Payers' Regions' with a dropdown for 'This organization is contracted in the following states:'. At the bottom, there are 'Back' and 'Next' buttons and a 'Privacy Notice' icon.



CVO Credentialing Process on the Availity Website

Initial Credentialing Process



- 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

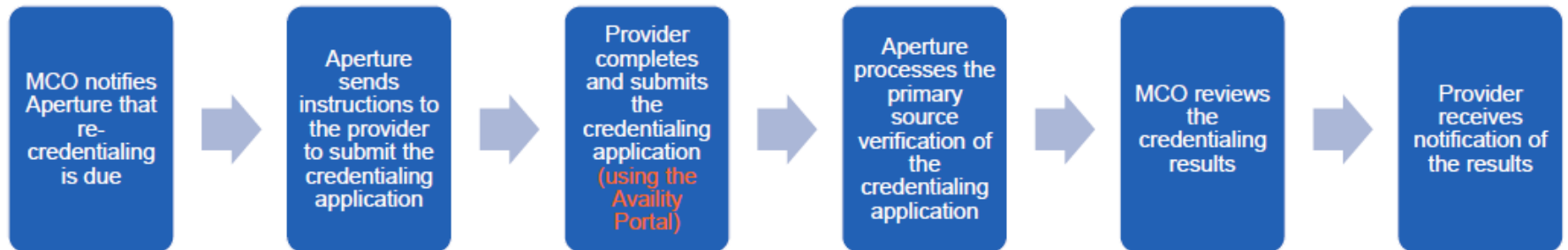
6

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CVO Credentialing Process on the Availity Website

Re-credentialing Process



- 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 may 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.

7

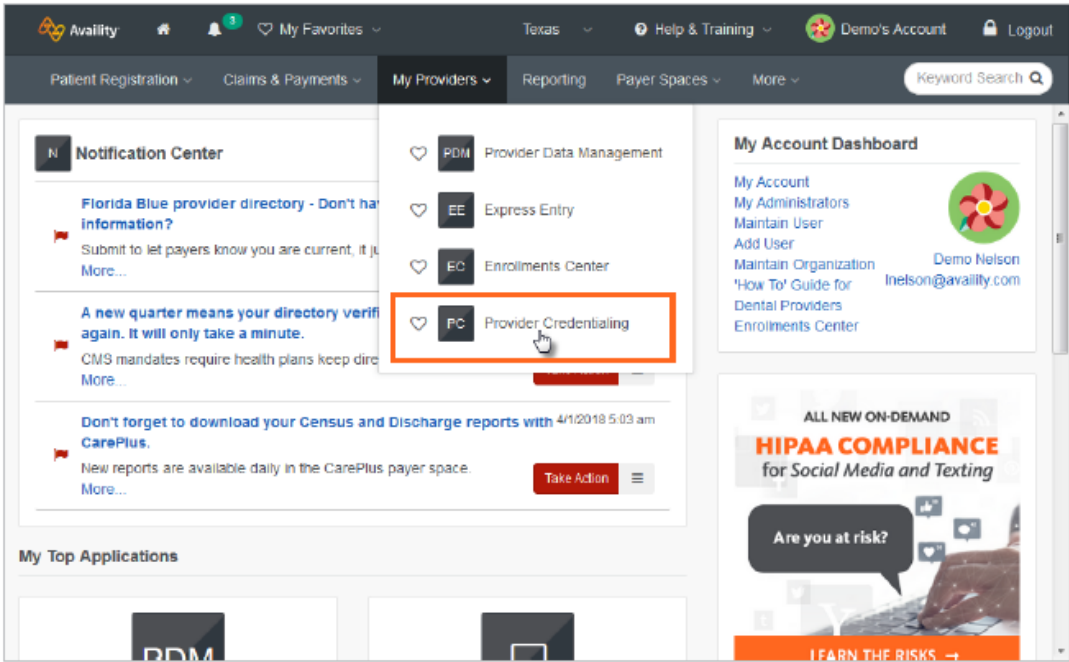
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CVO Credentialing Process on the Availity Website

Accessing Provider Credentialing

Click My Providers |
Provider Credentialing.



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.

The screenshot shows the Availity website interface for managing user roles. The page title is "Roles for Demo Nelson" and the sub-page is "TEST - Demo Org - Provider". There are two radio button options: "This user needs a new set of roles." (selected) and "This user needs the same set of roles as an existing user." Below these options is a table of roles with checkboxes and "More Info" links. The "Provider Credentialing" role is highlighted with a red box. At the bottom of the table are "Save", "Clear", and "Cancel" buttons.

| <input type="checkbox"/> | Role(s) | Permissions <small>What is this?</small> |
|-------------------------------------|------------------------------------|---|
| User Roles | | |
| <input checked="" type="checkbox"/> | Basic Role | More Info |
| <input type="checkbox"/> | Accountable Health System Reports | More Info |
| <input checked="" type="checkbox"/> | Authorization and Referral Inquiry | More Info |
| <input checked="" type="checkbox"/> | Authorization and Referral Request | More Info |
| <input type="checkbox"/> | Blue Ride Interpret | More Info |
| <input type="checkbox"/> | Blue Ride Transport | More Info |
| <input type="checkbox"/> | Blue Ride Typical P | More Info |
| <input checked="" type="checkbox"/> | Claim Status | More Info |
| <input checked="" type="checkbox"/> | Claims | More Info |
| <input type="checkbox"/> | Clinical Reports | More Info |
| <input type="checkbox"/> | Clinician | More Info |
| <input checked="" type="checkbox"/> | Code Edit Simulator | More Info |
| <input checked="" type="checkbox"/> | EDI Management | More Info |
| <input type="checkbox"/> | EFT Enrollment | More Info |
| <input checked="" type="checkbox"/> | Provider Credentialing | More Info |
| <input type="checkbox"/> | Provider User Management | More Info |
| <input type="checkbox"/> | Provider Enrollment | More Info |
| <input type="checkbox"/> | Provider Fee Schedule | More Info |
| <input type="checkbox"/> | Provider Online Reporting | More Info |
| <input checked="" type="checkbox"/> | Referral Coordinator | More Info |
| Clinical Roles | | |
| <input type="checkbox"/> | Avail Admin Staff | More Info |
| <input type="checkbox"/> | Avail Practitioner | More Info |
| <input type="checkbox"/> | Clinical Tools and Resources | More Info |
| <input type="checkbox"/> | Medicaid Member Clinical Reports | More Info |
| <input type="checkbox"/> | Medical Attachments | More Info |
| <input checked="" type="checkbox"/> | Patient Care Summary | More Info |
| <input checked="" type="checkbox"/> | Palmetto | More Info |
| Administrator Roles | | |
| <input checked="" type="checkbox"/> | Administrator Assistant | More Info |
| <input checked="" type="checkbox"/> | Administrator Reports | More Info |
| <input checked="" type="checkbox"/> | User Administrators | More Info |



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

10

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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

It is a single application for multiple MCOs

Follow the drop down boxes

(Facility)

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

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

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

The image displays three overlapping screenshots of the Availity website's 'Insurance Coverage' section. The top-left screenshot shows the 'Insurance Coverage' header and a sidebar menu with options: 1 Facility Information, 2 Service Locations, 3 Service & Practice Limitations, 4 Licenses & Identifiers, 5 Disclosures, 6 Attachments, and 7 Attestation. The top-right screenshot shows the 'Type of Insurance' dropdown menu and the 'Carrier Name' field. The middle screenshot shows the 'Length with Carrier' dropdown menu and the 'Coverage Length' field. The bottom-left screenshot shows the 'Amount of Coverage Aggregate' field and the 'Coverage Type' dropdown menu. The bottom-right screenshot shows the 'Has the organization's liability insurance policy ever been canceled?' question with radio button options for 'No' and 'Yes', and the 'Has the organization ever been denied renewal of the liability insurance policy or had any limitations placed on the scope of coverage?' question with radio button options for 'No' and 'Yes'. The bottom-most screenshot shows the 'Are you required to carry automobile insurance? (If yes, submit a copy of your certification)' question with radio button options for 'Yes' and 'No'. A URL 'https://qa-apps.availity.com/public/apps/home/' is visible at the bottom left of the bottom-most screenshot.

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

The top screenshot shows the 'Insurance Coverage' section of the Availity website. It includes a sidebar with a navigation menu: 1 Facility Information (selected), 2 Service Locations, 3 Service & Practice Limitations, 4 Licenses & Identifiers, 5 Disclosures, 6 Attachments, and 7 Attestation. The main content area is titled 'Insurance Coverage' and contains the following fields: 'Type of Insurance' (a dropdown menu with 'Select...' as the current value), 'Carrier Name' (a text input field), 'Phone Number' (a text input field), and 'Effective Date' (a date picker showing 'mm/dd/yyyy').

The bottom screenshot shows the 'Amount of Coverage Aggregate' and 'Coverage Type' sections. It includes a text input field for 'Amount of Coverage Aggregate', a dropdown menu for 'Coverage Type' (with 'Select...' as the current value), and three questions with radio button options: 'Has the organization's liability insurance policy ever been canceled?' (options: No, Yes), 'Has the organization ever been denied renewal of the liability insurance policy or had any limitations placed on the scope of coverage?' (options: No, Yes), and 'Are you required to carry automobile insurance? (If yes, submit a copy of your certification)' (options: Yes, No). At the bottom, there is a link to 'Add another/previous insurer'.

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.

The screenshot displays the Availity website interface. The top navigation bar includes the Availity logo, a notification bell with a '3' badge, 'My Favorites', a location dropdown set to 'Texas', 'Help & Training', 'Demo's Account', and 'Logout'. Below this is a secondary navigation bar with links for 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More', along with a 'Keyword Search' field. The main content area is titled 'Credentialing Contact for this Business'. On the left, a sidebar lists steps: 1. Facility Information (highlighted), 2. Service Locations, 3. Service & Practice Limitations, 4. Licenses & Identifiers, 5. Disclosures, 6. Attachments, and 7. Attestation. The form fields are: Prefix (dropdown), First Name (Sally), Middle (Middle), Last Name (Sue), Suffix (dropdown), Address 1 (123 Main St), Address 2 (Address 2), City (Any City), State (Texas), ZIP (92364), County (WA), Email Address (Sally@email.com), Phone Number (6555555555), and Fax Number (###-###-####). 'Cancel' and 'Continue' buttons are at the bottom.



CVO Credentialing Process on the Availity Website

Service Locations

Availity Home Notifications My Favorites Texas Help & Training Demo's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

- 1 Facility Information
- 2 **Service Locations**
- 3 Service & Practice Limitations
- 4 Licenses & Identifiers
- 5 Disclosures
- 6 Attachments
- 7 Attestation

County
County

Medicaid ID

Phone Number
###-###-####

Back Office Phone Number
###-###-####

Fax Number
###-###-####

Email Address
you@example.com

List this site in the directory.
 This facility has providers that currently perform services at this location.
 This is a mobile facility.
 This location has services for those with mental/physical impairment.
 This location has Emergency Room capabilities.

Availity Home Notifications My Favorites Texas Help & Training Demo's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

- 1 Facility Information
- 2 **Service Locations**
- 3 Service & Practice Limitations
- 4 Licenses & Identifiers
- 5 Disclosures
- 6 Attachments
- 7 Attestation

Average case load per day (Optional)

Maximum capacity for case loads (Optional)

Occupancy rate (Optional)

Unique services offered to Medicaid patients (Optional)

Communication Services

This location has foreign language communication services.
 This location has foreign language communication services via telecommunications.
 This location has after hours telecommunication coverage.
 This location has an answering service.

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

Availity > Provider Credentialing

Provider Credentialing

1 Facility Information
2 Service Locations
3 Service & Practice Limitations
4 Licenses & Identifiers
5 Disclosures
6 Attachments
7 Attestation

Services & Practice Limitations

We need more information on the services and practice limitations for each of these locations.
10752 Deerwood Parkway Blvd Jacksonville, FL 32256

We'll walk you through each location to ensure all additional information is entered accurately. Don't see a location here? You can add a new service location for this provider.

Return to Service Locations [Get Started!](#)

Availity > Provider Credentialing

Provider Credentialing

1 Facility Information
2 Service Locations
3 Service & Practice Limitations
4 Licenses & Identifiers
5 Disclosures
6 Attachments
7 Attestation

Services & Practice Limitations

Check should be payable to:
Payable To

This location is capable of electronic billing.

Federally Qualified Health Center (FQHC) centers — Please confirm you currently meet and will continue to meet Medicare conditions of coverage as defined in the Social Security Act §1861(aa)?

No **Not applicable – skip this questions NFs do not qualify as FQHC centers**
 Yes

Comprehensive Outpatient Rehabilitation Facility (CORF), End-Stage Renal Dialysis (ESRD) Center, Outpatient Physical Therapy (PT), Outpatient Speech Rehabilitation facility, end-stage renal-dialysis center, outpatient physical therapy, outpatient speech atiology and Rural Health Center (RHC)rural health centers: Please confirm you currently meet and will continue to comply with all Centers!

No **Not applicable - NFS do not qualify**
 Yes

Availity > Provider Credentialing

Provider Credentialing

1 Facility Information
2 Service Locations
3 Service & Practice Limitations
4 Licenses & Identifiers
5 Disclosures
6 Attachments
7 Attestation

Services & Practice Limitations

10752 Deerwood Parkway Blvd Jacksonville, FL 32256

Billing Contact & Billing Address

Prefix First Name Middle Last Name Suffix
Select... First Middle Last Select...

City State ZIP
County
County
Phone Number
Fax Number
Email Address
Department Name (if Hospital)
Enter a department name if applicable
Check should be payable to:
Payable To

Availity > Provider Credentialing

Provider Credentialing

1 Facility Information
2 Service Locations
3 Service & Practice Limitations
4 Licenses & Identifiers
5 Disclosures
6 Attachments
7 Attestation

Services & Practice Limitations

This location has practice limitations.
 This location provides childcare services.
 This location qualifies as a minority business enterprise.
 This location administers anesthesia.

Check if this location is accessible by the following public transportation:

Bus
 Subway
 Train
 Other

Check if someone at this location has any of the following certifications:

BLS (Basic Life Support)
 ACLS (Advanced Cardiac Life Support)
 ALSO (Advanced Life Support in OB)
 PALS (Pediatric Advanced Life Support)
 ATLS (Advanced Trauma Life Support)
 NALS (Neonatal Advanced Life Support)
 CPR (Cardio-Pulmonary Resuscitation)
 Other Certification

Check if this location provides any of the following services:

Laboratory Services
 Certificate of Participation from CLIA or another accrediting program
 Radiology Services
 Drawing Blood
 Age Appropriate Immunizations
 Flexible Sigmoidoscopy

- 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

Availity Home Notifications My Favorites Texas Help & Training Michelle's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Facility Information
Service Locations
3 Service & Practice Limitations
Licenses & Identifiers
Disclosures
Attachments
Attestation

Other Certification

Check if this location provides any of the following services:

- Laboratory Services
- Certificate of Participation from CLIA or another accrediting program
- Radiology Services
- X-Ray Certification
- EKG's
- Care of Minor Lacerations
- Pulmonary Function Testing
- Allergy Injections
- Allergy Skin Testing
- Office Gynecology (Routine Pelvic/Pap)
- Drawing Blood
- Age Appropriate Immunizations
- Flexible Sigmoidoscopy
- Typanometry/Audiometry Screening
- Asthma Treatment
- Osteopathic Manipulation
- IV Hydration/Treatment
- Cardiac Stress Test
- Physical Therapy
- Other

Hospital Services

This location is a hospital.

Behavioral Health Services

This location has behavioral health services.

Long-term Care Services

This location provides long-term care services.

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

Availity Home Notifications My Favorites Texas Help & Training Michelle's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Facility Information
Service Locations
3 Service & Practice Limitations
Licenses & Identifiers
Disclosures
Attachments
Attestation

This location has behavioral health services.

Long-term Care Services

This location provides long-term care services.

This location has a day activity rate enhancement program.

This location has a residential care/assisted living rate enhancement program.

This location has transition/relocation services.

STAR Kids Providers

This location participates in STAR Kids services.

Americans with Disabilities Act (ADA) Survey

This location is ADA Accessible.

Mid-level Practitioners

This location has mid-level practitioners caring for patients.

Previous Save & Continue

(Location 1/1)

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.

The top screenshot shows the 'Provider Credentialing' page with a sidebar menu where 'Licenses & Identifiers' is selected. The main content area displays a message: 'We found an NPI, 0 licenses, and 0 other identifiers that may be associated with this provider. Will this provider be performing services with the following licenses and identifiers?' Below this message are two sections: 'Select the licenses this provider will perform services with:' and 'Select the identifiers this provider will perform services with:'. At the bottom of the main content area are two buttons: 'Return to Services & Practice Limitations' and 'Get Started'.

The bottom screenshot shows the same page but with the 'Summary' step selected. The main content area displays a 'Summary' section with two buttons: 'Add a license for this provider' and 'Add an identifier for this provider'. At the bottom of the main content area are two buttons: 'Return to Services & Practice Limitations' and 'Save & Continue'.



CVO Credentialing Process on the Availity Website

Disclosures

Answer each Disclosure question based on current ownership.

- Read through all of the disclosures 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

Other Provider Disclosure

Has the organization ever been reprimanded, fined by any state agency that disciplines allied health professionals or health organizations?

No
 Yes

Has the organization's license to practice or operate in any jurisdiction (state or county) ever been denied, revoked, suspended, sanctioned or subject to probation or any conditions or limitations?

No
 Yes

Have any disciplinary proceedings ever been instituted against the organization by any medical organization or medical institute?

No
 Yes

Has the organization ever been convicted of a felony?

No
 Yes

Have any malpractice suits, arbitration or other proceeding ever been instituted against the organization (regardless of outcome)?

No
 Yes

Has the organization ever been investigated, reprimanded, censured, excluded, suspended or disqualified by Medicare or Medicaid program?

No
 Yes

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

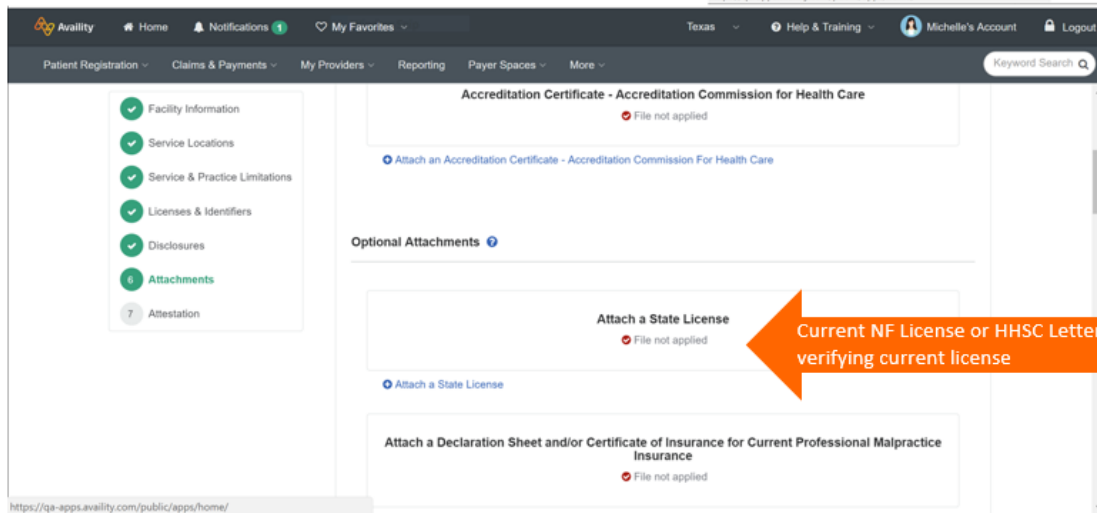
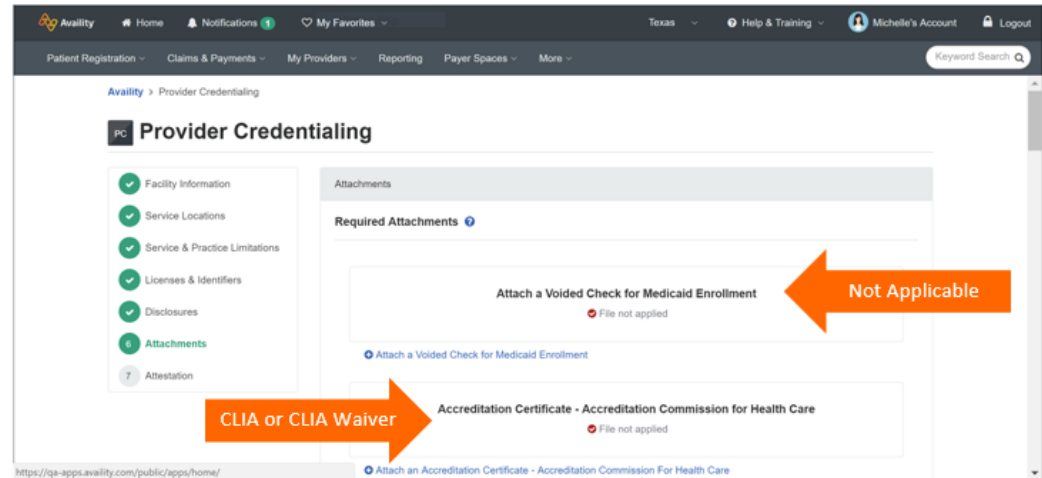


CVO Credentialing Process on the Availity Website

5 Attachments

Accepted file types include TIF, JG, and PDF

- There is no file size limit



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

The image displays two screenshots of the Availity website's credentialing interface. The top screenshot shows the 'Attachments' section with three items: 'Attach a Declaration Sheet and/or Certificate of Insurance for Current Professional Malpractice Insurance', 'Attach a Declaration Sheet and/or Certificate of Insurance for Comprehensive General Liability Insurance', and 'Attach a Medicare Participation Certificate'. Each item has a 'File not applied' status. Orange callout boxes point to these items with the following text: 'Not required for STAR+PLUS, but preferred - May be required for SNF credentialing' (twice) and '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'. The bottom screenshot shows the 'Attachments' section with three items: 'Attach a DEA Certificate', 'Attach a TDH Radiology Certificate', and 'Attach a Texas Mental Health and Mental Retardation Certification'. Each item has a 'File not applied' status. Orange callout boxes point to these items with the text 'Not Applicable'. The 'Attach a TMHP Medicaid Letter' item is partially visible at the bottom of the second screenshot.

CVO Credentialing Process on the Availity Website

The image displays two screenshots of the Availity website's credentialing interface. The top screenshot shows the 'Attachments' section with three items: 'Attach a TMHP Medicaid Letter', 'Attach Evidence of Agreement With HHSC', and 'Attach a Facility Organizational Chart'. An orange callout box points to the first item, stating: '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'. A second orange callout box points to the third item, stating: 'Not Applicable'. The bottom screenshot shows the same interface with four items: 'Attach a Medical Director's or Administrator's Curriculum Vitae/Resume', 'Attach a Medical Staff/Allied Health Professional Roster', 'Attach a Company Brochure', and 'Attach a Current Signed W-9'. Three orange callout boxes point to the first three items, each stating: 'Not Applicable'. A fourth orange callout box points to the last item, stating: 'Current W9, part of demographic information'. Both screenshots include a navigation menu on the left with 'Attachments' highlighted, and a top navigation bar with 'Texas' and 'Michelle's Account'.

CVO Credentialing Process on the Availity Website

Attestation

Attestations may be signed by any authorized representative of the NF.

- The NF can determine who is authorized to sign for the NF.
- You may print a copy of the Attestation Statement for your records.

• Taking Social Security or Supplemental Security Income (SSI) checks
• Abusing joint checking accounts
• Taking property and other resources

To Report Abuse for APS or CPS contact them at the following:
• By Phone: 1-800-252-5400
• Online: https://www.dfps.state.tx.us/Contact_Us/report_abuse.asp

The Abuse Hotline toll-free 24 hours a day, 7 days a week within 24 hours.

By my signature below, I attest that the Provider is not a perpetrator of Abuse or Neglect (CPS) and Abuse, Neglect, or Exploitation (APS).

I attest that I have read and agree with the above statement.

| | | |
|----------------------|----------------------|-------------------|
| Provider Name | Title | Date of Signature |
| <input type="text"/> | <input type="text"/> | 4/23/2018 |

Be sure to check the boxes

Availity Home Notifications My Favorites Texas Help & Training Demo's Account Logout

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More Keyword Search

Facility Information
Service Locations
Service & Practice Limitations
Licenses & Identifiers
Disclosures
Attachments
Attestation

Attestation

All information provided in this, or in connection with this application, is complete and accurate to the best of my knowledge, and I shall immediately notify the Plan(s) of any changes thereto. I understand that this application does not entitle me to participation in the Plan(s) network. By applying for appointment as a TAHP participating provider, I authorize the Plan(s) plan, its medical director, and appropriate representatives to consult with administrators and members of other institutions where I have been associated, including past and present malpractice carriers who may have information bearing on my professional competence, character, and ethical qualifications. I hereby further consent to the inspection by the Plan(s), and their representatives, its medical director and appropriate representatives, of all records and documents, excluding medical records of nonmembers of TAHP plans, that may be material to an evaluation of any professional qualifications and competence to carry out the requested duties, as well as my moral and ethical qualifications for participating provider status with the Plan(s) TAHP. I consent and agree that TAHP will complete a criminal history background check to determine if I, or any subcontracted providers, have any history of felony convictions, including adjudication withheld on a felony, plea or nolo contendere to a felony or entry into a pretrial for a felony. I agree to obtain any consents or approvals required for my subcontracted providers to undergo such background checks.

I hereby release the Plan(s) and its representatives, including TAHP and Aperture Credentialing, LLC, from any liability for their acts performed in good faith and without malice in connection with evaluating my application, credentials, and qualifications. I hereby release any individuals and organizations from any liability that provide information to the Plan(s) and its representatives or its staff in good faith and without malice concerning my professional competence, ethics, character, and other qualifications, and I hereby consent to the release of such information. By executing this application, I confirm that I am bound by the terms of the ancillary agreement between me or my group and the Plan(s), as such terms may be applicable to me.

I understand that as an applicant for participation in the Plan(s), I have the right to review information obtained from primary verification sources during the credentialing process. I further understand that upon notification from the Plan(s), I have the right to explain any information obtained that may vary substantially from that provided by me and correct any erroneous information submitted by another party. This shall be accomplished by my submission of a written explanation or by appearance before the credentialing committee, if they so request. I further understand that I may appeal the committee's decision either in writing or by appearance before the credentialing committee, if they so request.

By signing below, I attest that I have reviewed and understand all terms and conditions contained in this Attestation/Consent & Release. I agree that my electronic signature is equivalent to my hand-written signature.

| | |
|----------------------|-------------------|
| Name of Attester | Date of Signature |
| <input type="text"/> | 4/23/2018 |

I attest that I have read and agree with the above statement.

Provider must be knowledgeable of acts that constitute Abuse or Neglect and Abuse, Neglect, or Exploitation of a Member. The Department of Family and Protective Services oversee Child Protective Services (CPS) and Adult Protective Services (APS).

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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

The screenshot shows the Availity Provider Credentialing dashboard. At the top, there is a navigation bar with the Availity logo and various menu items like Home, Notifications, My Favorites, Florida, Help & Training, Doctor's Account, and Logout. Below the navigation bar, there are tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located in the top right corner.

The main content area is titled "Provider Credentialing" and includes a button to "Credential a Provider". Below this, there is a search bar for "Search Provider Name, Specialty, Status, NPI, TIN, or City" and a "Sort By" dropdown menu set to "Specialty (Taxonomy)". There is also a "For" dropdown menu set to "My Org in TEST - Chris T".

The dashboard displays a list of providers with the following information:

| Provider Name | Specialty (Taxonomy) | Last Update | Facility/Practitioner | Status |
|---------------|----------------------|----------------------------|-----------------------|------------------------|
| Facility LLC | 124000003 | 02/02/2018 at 12:10 PM EST | Facility | Show Progress by Payer |
| ABC Clinic | 207LP00003 | 02/07/2018 at 12:06 PM EST | Facility | Show Progress by Payer |
| SMITH, SALLY | 207000003 | 02/06/2018 at 10:47 AM EST | Practitioner | Show Progress by Payer |
| DOE, JANE | 207000003 | 02/13/2018 at 10:47 AM EST | Practitioner | Show Progress by Payer |
| JONES, JUNE | 2065R02043 | 01/25/2018 at 5:23 PM EST | Practitioner | Show Progress by Payer |



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

The screenshot shows the Availity website interface for a credentialing application. At the top, there is a navigation bar with links for Home, Notifications, My Favorites, Florida, Help & Training, Demo's Account, and Logout. Below the navigation bar, there are tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar is located on the right side of the navigation bar.

The main content area displays the application details for "Facility LLC". The "Facility" section includes the name "Facility LLC", Specialty "(Anesthesiology)", and ID "124000090X". The "Last Update" is "02/02/2018 at 12:13 PM EST". There is a "Facility Status" section with a "Hide Progress by Payer" button.

The "Aetna" section shows the application progress: "Application Available" (1/2/2018), "Application Submitted" (1/16/2018), "Sent to Committee" (2/2/2018), and "Decision Reached" (indicated by an empty circle). A blue circle with the letter "b" is positioned next to the "Application Submitted" step.

The "History" section shows a list of events with checkmarks and dates: "Sent to Committee" (2/2/2018), "COMMITTEE REVIEW IN PROGRESS" (2/2/2018 at 12:15:55 PM), "PSV COMPLETE" (2/1/2018 at 4:43:40 PM), "ATTACHMENTS - STATE LICENSE ATTACHMENT IS NOT REABLE, PLEASE RESUBMIT" (1/24/2018 at 2:27:05 PM), "PSV IN PROGRESS" (1/22/2018 at 12:23:30 PM), "Application Submitted" (1/16/2018), "APPLICATION SUBMITTED" (1/16/2018 at 11:14:55 AM), "Application Available" (1/2/2018), and "APPLICATION REQUESTED" (1/2/2018 at 1:34:16 PM).



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 |
|--|---|
| <p>The NF has completed the MCO credentialing application, which includes but is not limited to:</p> | |
| <p>Demographic forms, with supporting documentation</p> | <p>Completion of pages 1 -9 of the application and page 11 either on-line or a paper application; Current W9</p> |
| <p>Requests for provider disclosure of all federal or state NF sanctions and penalties for the most recent three years</p> | <p>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 penalties imposed and enforced such as Denial of Payment for New Admissions (DPNA), Civil Money Penalties (CMP), Texas Administrative Penalties, Directed Inservice, Temporary Management, Termination of contract, denial or revocation of license</p> |

NF Credentialing Checklist

| UMCM Contract | NF Submission Documents Checklist |
|--|--|
| <p>The most recent HHSC inspection/survey</p> | <p>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</p> |
| <p>The NF has a valid Texas NF license</p> | <p>Copy of the current license under current ownership</p> |
| <p>The NF has Medicare or Medicaid certification</p> | <p>The 2567 Statement of Deficiencies with Plan or Correction and the HHSC the clearance letter will indicate the Medicare and/or Medicaid certification</p> |

NF Credentialing Checklist

| UMCM Contract | NF Submission Documents Checklist |
|---|---|
| <p data-bbox="170 383 978 456">The NF has Clinical Laboratory Improvement Amendment (CLIA) Certification or CLIA Certificate of Waiver</p> <p data-bbox="170 721 978 1170">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.</p> | <p data-bbox="1115 383 1793 456">Copy of a current CLIA waiver under the current ownership.</p> <p data-bbox="1115 846 1843 1045">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 <u>84 days of completed credentialing application</u></p> |