

Credentialing Primer

The Ohio Department of Medicaid (ODM) has delegated provider credentialing responsibility to Partners For Kids. Therefore, providers may credential through Partners For Kids and have access to the managed Medicaid plans that contract with Partners For Kids.

Who does Partners For Kids credential?

Physicians	Psychologists	Genetic counselors
Nurse practitioners	Licensed independent social workers	Audiologists
Physician assistants	Licensed professional clinical counselors	Occupational therapists
Dentists	Licensed independent marriage and family therapists	Physical therapists
		Speech therapists

How does the credentialing process work?

- Request an application from the Provider Relations team at PFKProRelations@NationwideChildrens.org.
 - The application consists of the provider's Council for Affordable Quality Healthcare (CAQH) profile plus a supplemental application.
- Submit the completed application with requested, supporting documentation within 30 days of receipt of the application.
- Within 21 days of receipt of the application, Partners For Kids' credentials verification staff will review the application to confirm it is complete.
 - If any documents are missing, they will contact the provider to request the needed documentation.
- Credentials verification staff then conduct primary source verification on the information provided in each application.

- When complete, verification results are submitted to the Partners For Kids Credentialing Committee co-chairperson and/or Credentialing Committee for review and decision.

How is a provider's credentialing status shared with the health plans?

Partners For Kids submits credentialing information to ODM and the Medicaid managed care plans on a monthly basis. This includes:

- Information on new providers
- Updates to information on existing providers, and
- Notice of providers who are leaving the network

The payors are responsible for adding this information to their claims payment systems. It is important to note that the timeframe for data loading varies by payor; however, payors are required to use the effective date provided by Partners For Kids.

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What are the basic requirements for participation in the Partners For Kids provider network?

Criteria differ slightly based on provider type; however, the general requirements for participation include:

- Current, unrestricted license to practice in Ohio or in the state where the provider's primary practice location is located
- Board certified by the American Board of Medical Specialties (ABMS), American Osteopathic Association Certifying Boards (AOACB) specialty board applicable to his/her specialty or subspecialty or applicable nursing specialty board (A provider has five years from the date of his/her board eligibility date to obtain initial certification.)
- Professional liability insurance with at least \$1 million per occurrence / \$3 million aggregate coverage limits
- Has not been found guilty or plead no contest or guilty to a misdemeanor involving dishonesty, fraud, deceit or misrepresentation or to a felony
- Hospital admitting privileges or an admitting plan with a Partners For Kids participating provider
- Have at least one Partners For Kids participating provider in a comparable specialty who has agreed to act as a back-up 24 hours per day/7 days per week
- Current DEA certificate and controlled substance certificate (if applicable)
- Has executed a release authorizing a criminal background check
- Active Ohio Medicaid provider number

How long does the credentialing process take?

Initial credentialing is typically completed within 90 days.

How often does Partners For Kids re-credential providers?

Partners For Kids re-credentials providers every two years.

Is there an application fee?

There is a one-time, initial application fee of \$250. There are no fees associated with re-credentialing.

Is the information that I submit as part of my application used for any purpose other than credentialing?

No. Credentialing applications and all supporting documents are considered confidential and are protected under peer review statutes. Applications may only be accessed by credentials verification staff and members of the Partners For Kids Credentialing Committee for the purpose of credentialing/re-credentialing decisions.

What can I do to ensure my application process goes smoothly?

To assist in the credentialing process, make sure you:

- Have a completed application
- Have an active Ohio Medicaid provider number
- Have alerted your peer references that reference requests will occur and ask references to respond to requests in a timely fashion
- Respond to any questions or requests for information from Credentialing Verification Office staff as quickly as possible

What is the basis for Partners For Kids credentialing policies?

Partners For Kids is accredited by the National Commission on Quality Assurance (NCQA) as a Credentialing and Re-Credentialing Organization. Partners For Kids' credentialing policies and processes are based on the standards outlined by NCQA. These are the same standards followed by ODM and the managed Medicaid plans.

For questions, contact Partners For Kids Provider Relations at PFKProRelations@NationwideChildrens.org.

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