



In order to better serve the medical community and help eliminate administrative burden, effective immediately, IPN is:

- Waiving all initial credentialing fees on applications received on or after April 1, 2020;
- Assigning a conditional effective date process for all initial applicants;
- Postponing the Provider Data Verification process;
- Closing its Boise and Idaho Falls offices until further notice.

Below are FAQs to address the changes that IPN has made in this effort.

WAIVED Credentialing Fees	<u>What does “waiving” initial credentialing fees mean?</u> IPN will not charge credentialing fees for initial applications received on or after April 1, 2020 due to the COVID-19 situation. This process will be re-evaluated June 30, 2020.
CONDITIONAL Effective Date	<u>What is the “conditional effective date” process?</u> Beginning March 24, 2020, IPN began to set a <i>conditional effective date</i> to <u>the date</u> a “Complete” credentialing application is received. “Complete” means: <ol style="list-style-type: none">1. All required information, documents and signatures are present, and2. Licensure, contracts and any required certifications are in effect. Please click here for more information.
DATA VERIFICATION on hold	<u>What does it mean to put the “data verifications” on hold?</u> IPN will temporarily stop sending Provider Data Verification request forms and rosters requesting validation of current directory and billing information. IPN does encourage awareness of what data needs to be reported to IPN to help ensure timely claim processing by our payors.
OFFICE CLOSURES	<u>The offices are closed – now what?</u> All IPN employees are working remotely, complying with Idaho’s “Stay At Home” order and practicing social distancing. Team members will remain available by telephone, fax or email during our regular business hours of 8am to 5pm, MST. <u>What if I need to mail in an application?</u> At this time, mail sent to our physical address or PO Box will be retrieved and processed at least a weekly.



IPN continues to develop innovative ways to eliminate burden and provide support to our providers on the front line of the COVID-19 outbreak. We recognize that this situation is fluid and will report additional COVID-19 information as needed in the Announcements section of our website, in our monthly Provider eConnection newsletters or by email news blast.

IPN is encouraging its providers to do what is necessary to ensure members have adequate access to care and we will stand beside them when this crisis is over to help regain the new status quo.

Please let IPN know if there are further efforts we can make on your behalf toward helping the patients and providers impacted by COVID-19.

Stay healthy.