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What is credentialing?

Credentialing is primary source verification of a health care practitioner's education, training, work experience, license, etc. A variety of resources are used to verify the information provided by the practitioner. We use an industry standard systematic approach involving direct communication from the educational and training institutions, past and current hospital affiliations and employers, certification boards, licensing agencies and other sources. All information submitted to and acquired by IPN is kept completely confidential.

What is NCQA?

"The National Commission for Quality Assurance (NCQA) is an independent, not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans, managed behavioral healthcare organizations, preferred provider organization, new health plans, physician organizations, credentials verification organizations, disease management programs and other health related programs."

IPN's credentialing/recredentialing program has been certified by NCQA as of August 12, 2014.

What types of providers are eligible for credentialing?

We credential the practitioner and facility types listed below whom operate in our service area:

Practitioners:

- Doctors – MD, DO, DPM
- Chiropractors - DC
- Optometrists –OD
- Physician Assistant - PA
- Nurses – NP, CNM, CNS, CRNA
- Counselors – LCPC, LCPCS, LPC, LPCS
- Marriage and Family Therapists – LMFT, LMFTS
- Social Workers – LSW, LSWI, LCSW, LCSWP, LCSWC-P, LMSW, LMSWI
- Psychologists – Ph.D., Psy.D.
- Dentists – DMD, DDS (For purposes of performing oral and maxillofacial surgery only.)

Facilities:

- Alcohol and Drug Abuse Recovery Centers
- Ambulance – Air, Ground
- Diabetes Education
- Dialysis
- Durable Medical Equipment (DME)

- Durable Medical Equipment (DME) - Craniofacial Pain
- Home Health Services
- In Home Care Services
- Hospice Care
- Independent Diagnostic Testing Facility
- IV Home Infusion Therapy Services
- Laboratory including Laboratory Collection Sites
- Lithotripsy
- Prosthetics/Orthotics Services
- Diagnostic Imaging – Radiology
 - CT
 - Echocardiography
 - Mammography
 - Magnetic Resonance Imaging (MRI)
 - MR
 - MRA
 - Nuclear Medicine
 - Nuclear Cardiology
 - PET
- Sleep Disorder Study/Centers

What are the steps in the credentialing process?

Step 1: Request an application from an IPN Provider Relations Representative.

Step 2: Application and supporting documents are sent by US Mail, fax or email. Return completed application with supporting documents to assigned IPN Provider Relations Representative.

Step 3: The Credentialing Team will primary source verify credentials and prepare applicants' file for review by the IPN Credentialing Committee.

Step 4: The Credentialing Committee reviews all files for approval or denial. Practitioners who applied initially are notified via US Mail within 60 days of the Committee's decision. Practitioners who have been denied upon recredentialing are also notified via US Mail.

Credentialing may take up to 90 days to complete upon initial receipt of an application.

What is primary source verification?

Primary source verification is the process of verifying credentials directly with the source. For example, IPN cannot accept a copy of a medical license as evidence that a physician has a license to practice. The Board of Medicine must be contacted directly by the Credentialing Team to verify a physician's licensure. Primary source verification is required to ensure that IPN does not receive fraudulent documents from applicants or other non-primary sources. IPN cannot accept any verification that comes through a third party. Primary source verification is a requirement for maintaining NCQA certification in addition to being the cornerstone of IPN's credentialing process.

Why does the credentialing process take so long?

IPN processes an average of 450 initial and recredentialing applications each month. Because of this workload, the initial credentialing process can take 60-90 days, if all required information and documentation is returned with the application. The process is delayed if the submitted application is incomplete. The application will be held by the credentialing department or your provider representative until all required information is acquired. Pending licensure can also cause delay in processing.

What is the Credentialing Committee for?

The Credentialing Committee helps IPN maintain the integrity of our network by ensuring that the standards for participation are met through regular application review.

Who makes up the Credentialing Committee?

The committee is made up of six physicians of varying specialties. The IPN Credentialing Team attends all Committee meetings but does not have rights to approve or deny an applicant.

Can the decision of the Credentialing Committee be appealed?

Yes; however, if you have been denied participation status due to failing to meet IPN's credentialing criteria, you may not appeal. You will receive a letter with your options to appeal, should you have the right.

Why is there a credentialing fee?

Because IPN is not a payor, we do not receive premiums from patients. The credentialing fee helps off-set the rising costs of primary source verification, application processing, and data management.

How can I find out what the status of my application is?

You may contact your IPN Provider Relations Representative, IPN Customer Service or the IPN Credentialing Team for application status.

Will I have to recredential?

Recredentialing is required at least every 36 months depending on the decision of the Credentialing Committee. A recredentialing profile will be mailed to you four months prior to your credentialing appointment expiration. Failure to return your application on time would require termination of your participation with IPN. In addition to recredentialing, IPN also performs sanction monitoring with all applicable state licensure boards and drug certifying entities on a quarterly basis to ensure no new actions have occurred.

Why do I have to recredential?

Recredentialing is required by NCQA to ensure that we have the most up to date and accurate information about a practitioner. It is also a chance for you to update IPN on any changes in practice location, phone number, name, etc.