



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. IPN uses 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 credentials verification organizations as well as various managed care plans, preferred provider organizations, new health plans, physician organizations, disease management programs and other health related programs.

IPN’s credentialing program was initially certified by NCQA on August 12, 2014. We officially became accredited by NCQA on June 25, 2018 and continue with periodic re-accreditation.

What provider types are eligible for credentialing?

IPN credentials the following provider types doing business within the IPN service area:

Practitioners	Organizational Providers
<ul style="list-style-type: none"> • <u>Physicians</u> <ul style="list-style-type: none"> ○ Doctor of Osteopathic Medicine (DO) ○ Doctor of Podiatric Medicine (DPM) ○ Medical Doctor (MD) ○ Doctor of Naturopathy (ND) • <u>Dentists*</u> <ul style="list-style-type: none"> ○ Doctor of Dental Surgery (DDS) ○ Doctor of Dental Medicine (DMD) <p><small>*must practice oral and maxillofacial surgery</small></p> • <u>Non-Physicians</u> <ul style="list-style-type: none"> ○ Acupuncturist (ACU) ○ Audiologist (AUD) ○ Behavioral Analyst (BA) ○ Certified Nurse Midwife (CNM) ○ Clinical Nurse Specialist (CNS) ○ Certified Registered Nurse Anesthetist (CRNA) ○ Doctor of Chiropractic Medicine (DC) ○ Hearing Aid Dealer/Fitter (HA) ○ Licensed Addiction Counselor (LAC) ○ Licensed Clinical Professional Counselor (LCPC) ○ Licensed Clinical Social Worker (LCSW) ○ Licensed Marriage and Family Therapist (LMFT) ○ Licensed Master Social Worker (LMSW) ○ Licensed Massage Therapist (LMT) 	<ul style="list-style-type: none"> • <u>Ambulatory Specialties</u> <ul style="list-style-type: none"> ○ Air Ambulance ○ Ambulance ○ Ambulatory Surgery Center ○ Diagnostic Imaging – Radiology ○ End Stage Renal Disease Center • <u>Custodial Care Specialties</u> <ul style="list-style-type: none"> ○ Home Health Agency ○ Hospice Care ○ In-Home Supportive Care ○ Skilled Nursing Facility • <u>Hospital Specialties</u> <ul style="list-style-type: none"> ○ Critical Access ○ General Acute Care ○ Psychiatric ○ Rehabilitation • <u>Medical Supplier Specialties</u> <ul style="list-style-type: none"> ○ Durable Medical Equipment (DME) ○ DME – Sleep Supplies ○ Prosthetic and Orthotic Supplier • <u>Rehab Specialties</u> <ul style="list-style-type: none"> ○ Behavioral Health Clinic – Inpatient ○ Behavioral Health Clinic – Residential ○ Behavioral Health Clinic - Ambulatory



Practitioners	Organizational Providers
<ul style="list-style-type: none"> • <u>Non-Physician (continued)</u> <ul style="list-style-type: none"> ○ Licensed Professional Counselor (LPC) ○ Licensed Social Worker (LSW) ○ Licensed Social Worker – Independent (LSWI) ○ Nurse Practitioner (NP) ○ Doctor of Optometry (OD) ○ Occupational Therapist (OT) ○ Physician Assistant (PA) ○ Pharmacist (Pharm.D.) ○ Doctor of Psychology (Psy.D.) ○ Physical Therapist (PT) ○ Registered Dietician (RD) ○ Speech and Language Pathologist (SLP) 	<ul style="list-style-type: none"> • <u>Rehab Specialties (continued)</u> <ul style="list-style-type: none"> ○ Substance Abuse Disorder Facilities – Inpatient ○ Substance Abuse Disorder Facilities – Residential ○ Substance Abuse Disorder Facilities – Ambulatory • <u>Other Specialties</u> <ul style="list-style-type: none"> ○ Collection Site ○ Crisis Center ○ Diabetes Management ○ Federally Qualified Health Center ○ Independent Diagnostic Testing ○ IV Home Infusion Therapy ○ Laboratory ○ Public Health or Welfare ○ Rural Health Clinic ○ Sleep Disorder Center

How long does the credentialing process take?

Credentialing generally takes 60-90 days to complete upon receipt of a completed application.

What can I do to speed up the credentialing process?

The best thing to assist in a speedy credentialing process is to submit a complete application. Ensure all required documentation is included. Additionally, it is important to ensure a credentialing contact is noted so we can reach out to the appropriate contact should additional information be needed to move forward.

Does IPN charge a credentialing fee?

IPN does not require a credentialing fee; however, the credentialing department is not directly involved in the application of this requirement. For more information about credentialing fees, please contact IPN Customer Service.

How long will IPN hold an incomplete application?

The IPN credentialing team will hold an incomplete application for up to 15 days after their first request for information. If the requested information is not received, the application may be withdrawn from processing, and the credentialing process may need to start from the beginning, which could include a new credentialing fee. Contact IPN to determine what is needed to move forward should withdrawal of your application take place.

What is primary source verification?

Primary source verification (PSV) 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 respective licensing board must be contacted directly by the Credentialing Team to verify a practitioner’s licensure. PSV 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. PSV is a requirement for maintaining NCCA accreditation in addition to being the cornerstone of IPN’s credentialing process.



How will my specialty be listed in a directory?

IPN is required to validate practitioner specialty at initial credentialing, recredentialing, and any time a specialty change is requested to ensure NCQA compliance. IPN may not list a practitioner in its directory with a specialty that is not consistent with education, training and/or Board Certification upon PSV. If the practitioner does not have primary source verifiable education or training in the specialty requested, IPN will list the practice specialty as what was verified.

How can I check the status of my application?

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

Is recredentialing required?

Recredentialing is required at least every 36 months, depending on the decision of the Credentialing Committee. A recredentialing profile is mailed up to four months prior to your credentialing appointment expiration. Failure to return your application on time would result in termination of your participation with IPN. Early recredentialing may be required if requested by the Credentialing Committee.

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 or organizational provider. It is also an opportunity to update IPN on any changes in practice location, phone number, name, and any other demographic information that could affect claim processing.