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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 accredited by NCQA since 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:

- Physicians
 - Doctor of Osteopathic Medicine (DO)
 - Doctor of Podiatric Medicine (DPM)
 - Medical Doctor (MD)
 - Doctor of Naturopathy (ND)
- Dentists
 - **must practice oral and maxillofacial surgery*
 - Doctor of Dental Surgery (DDS)
 - Doctor of Dental Medicine (DMD)
- Non-Physicians
 - Acupuncturist (ACU)
 - Audiologist (AUD)
 - Board Certified Lactation Consultant (IBCLC)
 - Certified or Licensed Behavioral Analyst (BA)
 - Certified Nurse Midwife (CNM)
 - Clinical Nurse Specialist (CNS)
 - Certified Registered Nurse Anesthetist (CRNA)
 - Doctor of Chiropractic Medicine (DC)
 - Genetic Counselors (GC)
 - 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 Professional Counselor (LPC)
- Licensed Social Worker (LSW)
- Licensed Social Worker – Independent (LSWI)
- Licensed Massage Therapist (LMT)
- Nurse Practitioner (NP)
- Doctor of Optometry (OD)
- Occupational Therapist (OT)
- Physician Assistant (PA)
- Pharmacist (Pharm.D.)
- Doctor of Psychology (Psy.D.)
- Doctor of Philosophy (Ph.D.)
- Physical Therapist (PT)
- Registered Dietician (RD)
- Speech and Language Pathologist (SLP)

Facilities:

Ambulatory Specialties	Custodial Care Specialties
<ul style="list-style-type: none"> • Air Ambulance • Ambulance • Ambulatory Surgery Center • Diagnostic Imaging – Radiology* • End Stage Renal Disease Center 	<ul style="list-style-type: none"> • Home Health Agency • Hospice Care • In-Home Supportive Care • Skilled Nursing Facility
Hospital Specialties	Medical Supplier Specialties
<ul style="list-style-type: none"> • Critical Access • General Acute Care • Psychiatric • Rehabilitation 	<ul style="list-style-type: none"> • Durable Medical Equipment (DME) • DME – Sleep Supplies • Prosthetic and Orthotic Supplier
Rehab Specialties	Other Specialties
<ul style="list-style-type: none"> • Behavioral Health Clinic – Inpatient • Behavioral Health Clinic – Residential • Behavioral Health Clinic - Ambulatory • Substance Abuse Disorder Facilities – Inpatient • Substance Abuse Disorder Facilities – Residential • Substance Abuse Disorder Facilities – Ambulatory • Opioid Treatment Programs 	<ul style="list-style-type: none"> • Birthing Center • 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

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 email, fax or US mail. 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 email or US mail within 60 days of the Committee's decision. Practitioners who have been denied upon recredentialing are also notified via email or 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 Accreditation in addition to being the cornerstone of IPN's credentialing process.

Why does the credentialing process take so long?

The credentialing turn around times (TAT) are impacted by various factors. Factors such as high application volumes and incomplete applications are generally the most common reasons for higher TAT's. In general, the initial credentialing process can take 60-90 days. Ensuring that the application being submitted is complete and includes all required documentation will help avoid additional delays in the process.

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 practitioners of varying specialties. The IPN Credentialing Team compiles the credentialing information and attends all Committee meetings but does not have rights to approve or deny an applicant. The Credentialing Committee Chairman and additional Committee members are

responsible for making the credentialing decision.

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 initial application status.

To find a list of recredentialed providers approved within the last six months, visit us at <https://ipnmd.com/Providers/Credentialing/> . Approved providers with new effective dates will be listed the first of the month after their due date. Ie. Due in April, will be posted May 1st.

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 emailed or mailed via US mail up to 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 monthly basis to ensure no new actions have occurred.

Why do I have to recredential?

Recredentialing is required by NCQA to ensure we have the most up to date and accurate information about a practitioner.