

## **Changes in Credentialing of Independent Practitioners and Group Practice**

Historically, CBH staff conducted the primary source verification activities for the credentialing of independent practitioners and members of group practices. This Bulletin is to advise that CBH has contracted with the Council for Affordable Quality Healthcare, Inc. (CAQH) to complete primary source verification of key credentialing elements for independent practitioners and group practice members. CAQH is a credentialing verification organization (CVO), widely known and utilized, and certified by the National Committee for Quality Assurance (NCQA).

Since CAQH is a CVO that is utilized by other managed care organizations across the Commonwealth, we believe that this streamlined and centralized process will be a more efficient means to conduct our credentialing activities for these provider types. We are aware that many of our in-network independent practitioners currently have a working relationship with CAQH, thus making this transition easier. Independent and group practitioners can expect CAQH to outreach on behalf of CBH to verify information that includes, but is not limited to:

- Education
- Licensure
- License actions
- Malpractice claims
- Insurance coverage
- Residency (as appropriate)
- Board Certification (as appropriate)

As described in the CBH Provider Agreement, it is our expectation that providers comply with requests made by CBH and our contracted vendors. Failure to provide CAQH with requested updates may result in the provider(s) being terminated from the CBH Network.

Prospective independent and group practitioners will also utilize CAQH to provide information for primary source verification to assist with initial credentialing. As a reminder, no prospective provider may bill for services until they have been successfully credentialed.

This change will become effective **November 9, 2018**. If you have any questions or concerns regarding this change, please contact [CBH.ComplianceContact@phila.gov](mailto:CBH.ComplianceContact@phila.gov).