

July 28, 2021 Credentialing Town Hall Chat Box Comments

Every carrier has its own credentialing processes and procedures. The state developed a standardized "uniform" credentialing form that allows each carrier to collect the same information...this does not mean that carriers should or will have a uniform process. Unfortunately, providers are often misinformed and/or are unaware of carrier processes, and carriers should partner to provide more education to the provider community.

The behavioral health vendors are particularly egregious in credentialing requirements. They seem to be exempt from laws and can take a year or more to credential a provider. They require individual provider contracting often times instead of group Agreements. Behavioral Health and Medical/commercial Payors in general are not following the law requiring that they pay to the group while a provider is in credentialing, they force you to hold claims until the provider is credentialing instead of paying to the group.

They give us timeframes to finalize things - and never meet them. "We will approve you in 30 - 45 days and then we will send you a notice letter that you are approved". It has been over 60 days and we are still waiting. This is something that has happened with all of the payors we have worked with.

I've also seen cases where our clinic is credentialed and the provider is credentialed at a previous agency but we still have a significant lag time to getting them credentialed in our clinic.

Isn't there a MD law that a provider joining a contracted group, that a newly added provider can start seeing patients while they are being credentialed by the carrier?

There is a Maryland Statute 15-112 provider Panels that contains the regulations payors are inconsistently following.

The parity in healthcare regarding contracts for medical vs beh health panelist is very difficult. Companies have different divisions for beh health vs their medical health coverage. I'm sure this is compounding this issue.

Problem: communication (portal providing too much information) standarize process and keep training people. Time Processing big issue