

CREDENTIALING AND RECREDENTIALING STANDARDS

CenCal Health always strives to provide the best care possible to our members. Like most managed care organizations, we have in place a quality of care program whose purpose is to improve the quality of care delivered to our members. As part of this quality improvement program, we have a credentialing program to gather and verify the credentials of all providers in our network.

CenCal Health developed and implemented a credentialing and recredentialing process to select and evaluate the practitioners who practice within its delivery system. We have chosen to implement a rigorous credentialing program because we assume responsibility for managing the health care of our members. Choosing the practitioners who work well in the delivery system is part of this responsibility. Well-defined policies and procedures specify the requirements and the processes used to evaluate practitioners, as well as the responsible parties. The credentialing and recredentialing policies explicitly define licensed independent practitioners who are subject to these policies, as well as the criteria required to reach a decision. The criteria are designed to assess a practitioner's ability to deliver care. They include licensure, relevant training or experience, and disclosure of any health issue that may affect care delivered within the managed care setting. The policy defines the appropriate documentation to verify each criterion. Verification of this information from primary sources is essential to ensure that decisions are based on the most accurate, current, and complete information available. At recredentialing, CenCal Health uses data derived from practice experience within the organization as part of its evaluation, as well as complaints and other member satisfaction measures.

To ensure that CenCal Health has obtained correct information and makes fair credentialing decisions, practitioners are afforded certain rights during the credentialing and recredentialing process. CenCal Health has policies that state that practitioners have the right to review information obtained to support their credentialing application.

The credentialing standards apply to all licensed independent practitioners or groups of practitioners who provide care for CenCal Health, based on the National Committee of Quality Assurance standards. In some instances, the credentialing and recredentialing process may be delegated, wholly or in part, to another entity with oversight by CenCal Health to ensure the same standards are being met.