



PENINSULA RSN

PROVIDER MONITORING POLICIES AND PROCEDURES

Policy Name: CREDENTIALING AND RECREDENTIALING
OF PROVIDERS

Policy Number: 3.09

Reference: 42 CFR 438.214; DSHS Contract

Effective Date: 7/2009

Revision Date(s): 11/2010

Approved by: PRSN Executive Board

CROSS REFERENCES

- Plan: Utilization Management Plan
- Policy: Corrective Action Plans
- Policy: Provider and Subcontractor Administrative Review

PURPOSE

The Peninsula Regional Support Network (PRSN) shall monitor contracted provider agency and staff for compliance with credentialing and recredentialing contract requirements and federal regulations.

PROCEDURE

The PRSN only contracts for direct services with licensed mental health agencies.

The PRSN monitors network agency contractor compliance with credentialing and recredentialing through the following processes:

1. Contractor licensing and certification is monitored during the annual PRSN Administrative Reviews.
2. The agency licensing process reviews and verifies personnel records of existing staff.
3. Monthly Federal exclusions screenings are monitored through the PRSN. As of August 2010, the PRSN Compliance Officer requires monthly attestation from each network agency that federal exclusions have been conducted on all staff, Board members, volunteers/ interns, and subcontractors.

- Agency letters of attestation are due to the PRSN office by the 5th of each month.
4. The PRSN reviews a random sample of personnel records for newly hired staff.
 - The PRSN requires primary source verification of staff credentials, school diplomas/ degrees and trainings, licenses, job description, current training plan, and background clearance(s).
The verification must be present in the personnel file.
 5. Subdelegated ASO, CommCare, is required by contract to maintain URAC accreditation.

MONITORING

1. This policy is a mandate by contract and statute. This policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative/ Subdelegated Review
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.