



## PENINSULA RSN

### PROVIDER MONITORING POLICIES AND PROCEDURES

**Policy Name:** CREDENTIALING AND RECREDENTIALING  
OF PROVIDERS

**Policy Number:** 5.19

**Reference:** 42 CFR 438.214; DSHS Contract

**Effective Date:** 7/2009

**Revision Date(s):** 11/2010

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- 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 and monthly tracking of network agency and CommCare written attestations of verification.
2. Personnel background and federal exclusions are monitored through a random sample (at least 10% or greater) of recently hired employee files conducted during the annual PRSN Administrative Reviews.
  - The PRSN review checklist includes verification of staff credentials, job description, current training plan, and background clearance(s).

3. PRSN staff and contracted network agency federal exclusions are monitored monthly by the PRSN Compliance Officer.
4. Subdelegated Administrative Service Organization (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.