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## Provider Credentialing Guidelines

Group Health Cooperative of Eau Claire has adopted the following processes relative to applications, credentialing, affiliation and payment to new providers.

- Group Health Cooperative will not pay claims to a provider who is not fully credentialed at the time services are provided to Cooperative members. Group Health Cooperative expects that you will not bill Cooperative members who are seen prior to credentialing and approved affiliation.
- Credentialing applications must contain complete and accurate information before submission to the Cooperative. Applications with incomplete information will be returned and providers instructed to resubmit with an updated signature and date.
- Providers requesting affiliation should have their completed application to the Cooperative at least ten weeks prior to scheduling Cooperative members as patients. This allows the Cooperative adequate time to process the application and complete all the required primary source verification.
- Group Health Cooperative currently credentials physicians (MD, DO, oral surgeon), dentists, podiatrists, audiologists, optometrists, chiropractors, therapists (physical, occupational, speech) and other licensed independent providers (e.g. NP, PA, CRNA, CNM, mid-level mental health practitioners, clinical psychologists, social workers, counselors, CADC's, CSAC's, etc), who treat members outside of the inpatient setting. In addition, any provider who disaffiliates from the Cooperative's network (whether voluntarily or through termination) is subject to credentialing if they apply to re-affiliate.
- For Locum Tenens, Group Health Cooperative requires prior written/telephone notification if the Locum Tenens will be providing services for less than 60 consecutive days.

If the Locum Tenens will be providing services for more than 60 consecutive days, Group Health Cooperative requires full credentialing.

- Management of the Cooperative grants final approval. The Credentialing Committee meets monthly to help expedite provider credentialing and affiliation. Providers will be notified with a letter stating the Cooperative's Committee decision, with the effective date.
- Group Health Cooperative will recredential affiliated providers using the **Triennial Process** outlined in the recredentialing policy. Any provider not recredentialled within 36 months is considered non-compliant with the Cooperative policy.

In order to avoid claims denial, it is extremely important for you to start the Group Health Cooperative credentialing process as far in advance as possible before new providers start at your facility and/or you start providing services to Cooperative members.

Please call the Group Health Credentialing department at (715) 852-2093 or toll-free at (888) 203-7770 if you have any comments or questions on this.

10/01, 7/02, 1/03, 5/04, 12/09, 2/13