

Introduction

Allergy & Asthma Specialists is a healthcare facility located in Chelmsford, MA, North Andover, MA and Nashua, NH. The business was founded in 1977, with a focus on diagnosing and creating treatment plans for asthma and immunologic diseases.

They are currently affiliated with four different hospitals including Lowell General Hospital, Holy Family Hospital, St. Josephs Hospital, and Emerson Hospital.

Specialties include:

- Pediatric/ adults with asthma
- Allergic Rhinitis
- Eczema
- Food Allergies
- Chronic Sinusitis
- Hives
- Immunodeficiency
- Drug Allergies

Literature Review

- “All healthcare workers should understand that practicing clinical medicine is a privilege, and it goes hand-in-hand with first being credentialed. After the individual is credentialed, the next step is to address the privileges of practice, which depend on the evaluation of the provider’s clinical qualifications, training, and overall performance.” (Patel and Sharma, 2022, p. 2)
- “Information needed for provider credentialing is requested repeatedly by differing institutions, consuming time and resources that would otherwise be spent on patient care. Unnecessary administrative complexity has compounded the inefficiencies in our healthcare delivery system.” (Yong, Saunders and Olsen, 2010, p. 19)

Objectives

- To create a guide for the process of credentialing a provider for current and future employees so the procedure is more efficient and easier to understand.
- Successfully be able to credential a provider at the site facility.

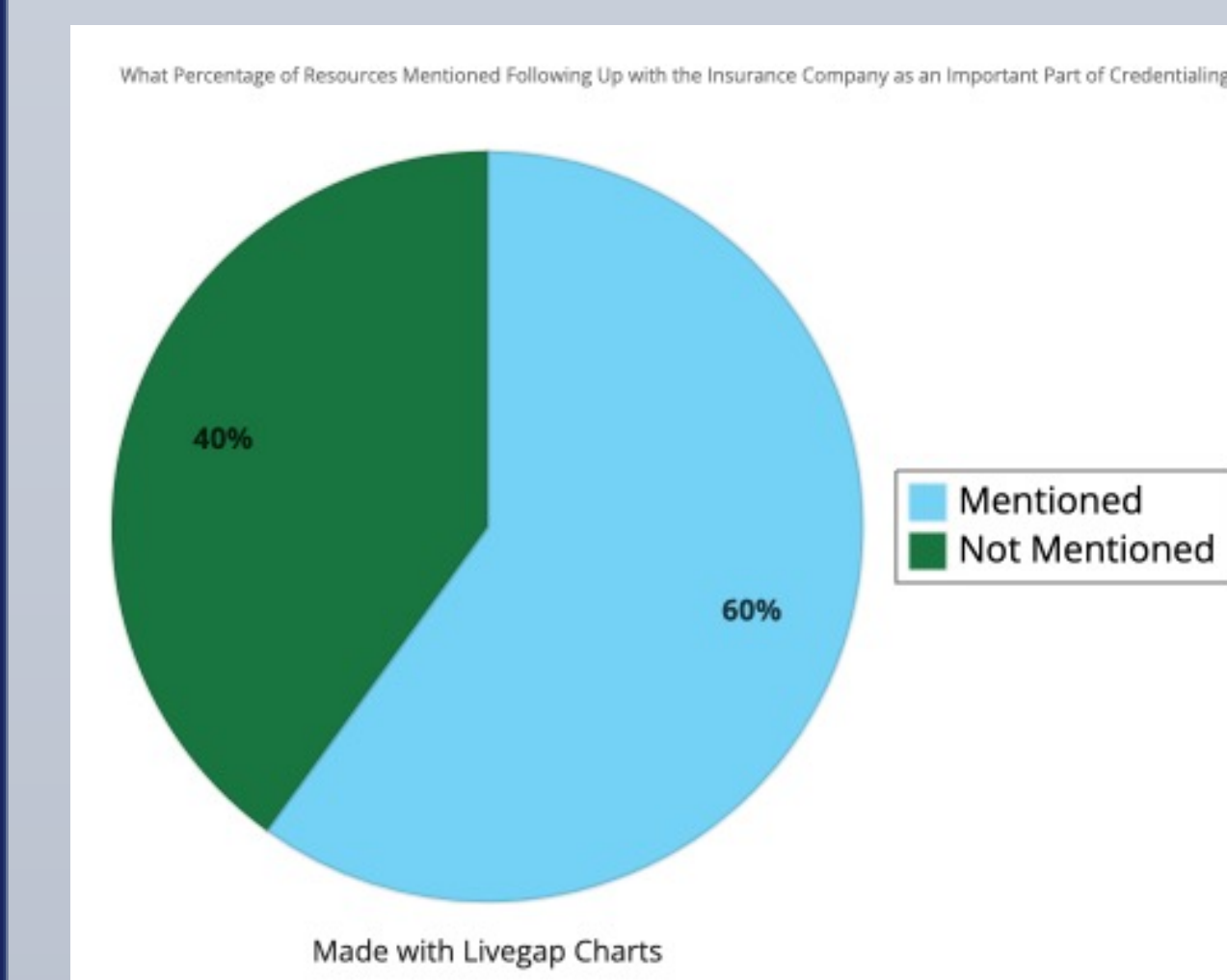
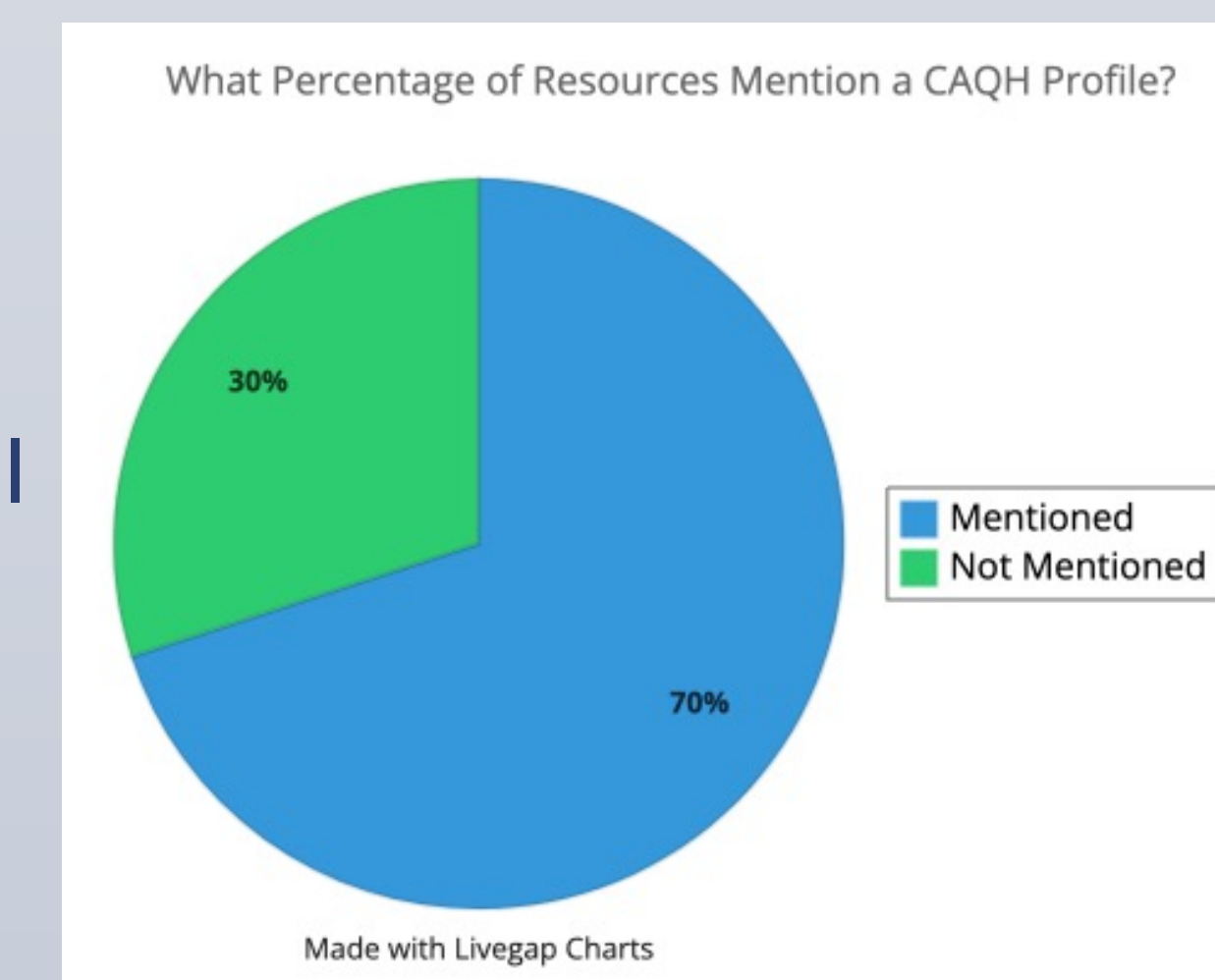
Materials & Methods

- Learned from professionals at Allergy & Asthma Specialists about the basics of credentialing and insurance verification.
- Created a rough draft of the resource guide within Microsoft Word with the new information.
- Conducted online research about the laws and regulations affiliated with credentialing as well as the general steps to follow.
- With the additional information, revisions were made to the original draft. In this revision more information was included and any information which was not necessary was deleted.
- Contacted The Medicare Provider Enrollment, Chain, and Ownership System (PECOS) with questions on the credentialing process.
- Used the given information from the PECOS representative to update the guide as well as added the links of applications needed during the process.
- Created the final draft and turned in the guide to be reviewed.

Results

- Based on the research conducted on the process for credentialing a provider, 100% of sources indicate that collecting provider information should be one of the initial steps.

- 7 out of 10 sources selected during the research conducted recommended updating or creating a profile on the Council for Affordable Quality Healthcare (CAQH) website at the initial stage of credentialing.



- 60% of sources included following up with insurance companies to check on the status of an approval to be crucial to getting a timely response.

- 80% mentioned that checking that information is accurate and forms are completed fully is an important part of the credentialing process

Common Steps Used to Credential a Provider

- Gather provider information such as past education, work history, certifications, license numbers, etc.
- Update or provider information within CAQH.
- Credential provider within Medicare(Can be done using the CMS- 855O application)
- Filling out provider credentialing forms and sending them together in network insurance companies.
- Contact insurance companies for status updates or if an issue arises.
- Configuring providers with the EMR system.
- Confirming provider eligibility within network insurances.

Conclusion

- A resource guide would be beneficial as credentialing is a long and complex process. By having a resource guide will create a process which is more clear and easier to understand.
- The research that has been conducted is helpful with education of significant steps within the credentialing process.

References/Sources Used For Data Collection

- Patel, R., & Sharma, S. (2022, October 24). Credentialing - statpearls - NCBI bookshelf. National Library of Medicine. <https://www.ncbi.nlm.nih.gov/books/NBK519504/>
- Institute of Medicine (US) Roundtable on Evidence-Based Medicine; Yong PL, Saunders RS, Olsen LA, editors. The Healthcare Imperative: Lowering Costs and Improving Outcomes: Workshop Series Summary. Washington (DC): National Academies Press (US); 2010. 19. Administrative Simplification. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK53909/>
- Admin. (2023, August 5). Step-by-step process of medical credentialing. Medical Credentialing. <https://www.medicalcredentialing.org/more-on-the-process-of-provider-credentialing/>
- Centers for Medicare & Medicaid Services (CMS) Medicare Learning Network (MLN). (n.d.). Medicare provider Enrollment Print. MLN9658742 – Medicare Provider Enrollment. <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/EnrollmentResources/provider-resources/provider-enrolment/Med-Prov-Enroll-MLN9658742.html>
- Credentialing & recredentialing - Blue Cross Blue Shield of Massachusetts. Blue Cross Blue Shield. (n.d.). https://provider.bluecrossma.com/ProviderHome/portal/home/office-resources/enrollment/credentialing-and-reccredentialing/!ut/p/z/1/nZFP4NAEMU_iveO7gy77Lr-ItiSW4h9oaGlxLwYapJsiNBTd-O3fEMxDTbObZLfezN5DzRkojv8wIR5b9omfxv2ZyIeNkos_PmCYiweFarI-iFYxowFksj2DMjbo5htHpKkmWKOLsBYkeR6PQT6jPEIOY_kd_6nsZfgLQ0_Zb0OMTZxL4BcRSDYc3Q59SLob8B5jK4K8v7kGboiZ2VxMkrofUnQnBpZCMU86_VIRNwVWQFuitfy67syHs3Llv-8PxIkEHrbVvkMEIFdm3t4DnBvj32kjIycKjTNM3QhNe6-LTq6gt7kPEr/dz/d5/L2dBISEvZOFBIS9nQSEH/p0/IZ7_VA6HBFH20O6LA0ATTKGPO33GO2=cz6_VA6HBFH20O6LA0ATTKGPO33G82=MECTX!QCPproviderQCAportalQCAcontentQCALibraryQCPproviderQCAcentralQCPofficeQCAresourcesQCPenrollmentQCPcredentialingQCAandQCAreccredentialingQCPprofessionalQCAproviders==/
- Credentialing. HealthCare Administrative Solution. (n.d.). <https://www.hcasma.org/credentialing.htm>
- Massachusetts Uniform Credential Applications. Massachusetts Medical Society; Massachusetts Uniform Credential Applications. (n.d.). <https://www.massmed.org/Practice-Support/Practice-Management/Practice-Ownership-and-Operations/Massachusetts-Uniform-Credential-Applications/>
- Veltre, A. (2023, October 17). The guide to healthcare provider credentialing in 2023. andros. <https://andros.co/guide-to-provider-credentialing/>

Contacts/ Acknowledgments

Deborah Szczuchura, Office Manager