

M E M O R A N D U M

Date: 6/22/21

To: Behavioral Wellness Staff and Community Based Organization Staff throughout the Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS)

From: Quality Care Management

Subject: Re-Credentialing

In April 2018 the Department of Health Care Services (DHCS) released MHSUDS Information Notice No.: 18-019 outlining provider credentialing and re-credentialing guidelines for Mental Health Plans (MHPs) and Drug Medi-Cal Organized Delivery System (DMC-ODS) (Attachment A). Behavioral Wellness revised our Staff Credentialing and Licensing Policy and Procedure (Attachment B) to comply with these new guidelines.

WHAT IS RE-CREDENTIALING?

DHCS requires that the MHP and DMC-ODS verify and document, at a minimum every three years, that all Licensed, Registered, and/or Waivered staff, which includes Certified staff, who work with Medi-Cal Beneficiaries continue to possess valid credentials, including re-verification of exclusion list and licensing checks that were completed in the original credentialing process. In addition, QCM needs to review documentation from other sources such as quality improvement activities, beneficiary grievances, and medical records review. Individuals must also sign a new attestation. The re-credentialing is only required for Licensed, Registered, Certified, and/or Waivered providers.

WHAT DOES THIS MEAN FOR YOU?

The Re-Credentialing Process will begin by QCM looking at the Master Credentialing List and pulling names each month of licensed, registered, certified, or waived individuals that have been credentialed that same month, more than 3 years prior. For example, in February a list will be generated for any individuals that were credentialed in March in the year of 2017 or prior (03/2017, 03/2016, 03/2015, etc). The process will be as follows:

1. The individual will be notified that they will be starting the re-credentialing process.

2. The individual will be asked to sign a new Attestation to start the process.
3. The individual will be run through all exclusion and licensing checks, including but not limited to: OIG, SAM, Medi-Cal Exclusion List, Social Security Master Death List, BreEZe, NPDB, CADTP, CCAPP, and CAADE as necessary. QCM will review whether or not the individual is still on Note Review or if they have had any documentation concerns in the last 3 years.
4. QCM will also review whether or not there were any grievances or complaints filed against the individual in the last 3 years.
5. QCM will conduct Documentation Review for the individual staff and review 8 notes.
6. Once the above reviews have been completed, the individual is brought to the Re-Credentialing Committee for review where a decision is made.
 - a. If the individual has no areas for improvement in the areas listed above, the person will be re-credentialed for the next 3 years.
 - b. If the individual needs improvement in one or more of the areas above, the individual will receive a Provisional Re-Credential status that requires a Corrective Action Plan (CAP) to be completed in any areas of need.
7. Corrective Action Plans (CAP) will be given specific terms of completion and end dates, and will be followed up by QCM.
8. Upon completion of the CAP, QCM will review to determine if the CAP is resolved or not. If the CAP was related to the documentation review, QCM will conduct Documentation Re-Review for the individual staff and review 8 notes, and the individual will be reviewed by the committee again where a decision is made.
 - a. If the individual has no areas for improvement in the areas listed above, the person will be re-credentialed for the next 3 years.
 - b. If the individual needs improvement in one or more of the areas listed above, the individual will receive a provisional re-credential status that requires a Letter of Concern (LOC) for Behavioral Wellness employees or Second Notice of Provisional Status for CBO employees.
9. LOC or Second Notice of Provisional Status will identify specific terms of completion and end dates, and will be followed up by QCM.
10. Upon completion of the LOC or Second Notice of Provisional Status, QCM will review to determine if the LOC or Second Notice of Provisional Status is resolved or not. If the LOC or Second Notice of Provisional Status was related to the documentation review, QCM will conduct Documentation Re-Review
11. QCM will conduct second Documentation Re-Review for the individual staff and review 8 notes, and the individual will be reviewed by the committee again where a decision is made.
 - a. If the individual has no areas for improvement in the areas listed above, the person will be re-credentialed for the next 3 years.
 - b. If the individual needs improvement in one or more of the areas listed above, the individual will receive a provisional re-credential status that requires a Special Employee Performance Review for Behavioral Wellness employees or Final Notice of Provisional Status for CBO employees.
12. Special Employee Performance Review or Final Notice of Provisional Status will identify specific terms of completion and end dates, and will be followed up by QCM.
13. Upon completion of the Special Employee Performance Review or Final Notice of Provisional Status, QCM will re-review to determine if resolved or not. If the Special Employee Performance Review or Final Notice of Provisional Status was related to the documentation review, QCM will conduct Documentation Re-Review.

14. QCM will conduct third Documentation Re-Review for the individual staff and review 8 notes, and the individual will be reviewed by the committee again where a decision is made.
 - a. If the individual has no areas for improvement in the areas listed above, the person will be re-credentialed for the next 3 years.
 - b. If the individual is unable to complete their Special Employee Performance Review or Final Provisional Status Notice, the individual may not be re-credentialed and if the individual is a Behavioral Wellness employee, they will be referred to the Department's HR office for further action.
15. Individuals can appeal this decision through the Re-Credentialing Appeals process.

IMPORTANT THINGS TO REMEMBER

All of the above areas are constantly being checked through our credentialing process, grievance committee, and chart review sessions. This is a collaborative process that is helping to ensure that the highest standard of care is provided for the beneficiaries and compliance with DHCS Re-Credentialing requirements. QCM will work closely with individuals who are being re-credentialed to gain clarification, answer any questions, and provide feedback during this process.

Please do not hesitate to reach out to bwellqcm@sbcbswell.org or bwellqcmadp@sbcbswell.org if you have any questions now or in the future.

Thank you,
BWELL QCM