IHCP Listens: Credentialing Workshop

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
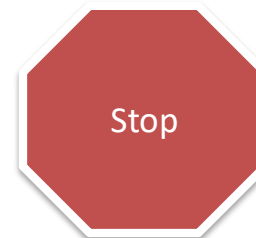**2020**

Terms

- **Enrollment** - the act of enrolling to become an IHCP provider

- **Credentialing** - the process where a provider enrolls with and is certified by an MCE to provide care to their members. This includes verification of education, training, experience, expertise and willingness to provide services.
  - NCQA sets these processes and methods for validation
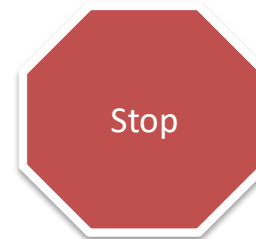
Provider Experience Today

IHCP Enrollment

Provider Smith → IHCP Provider Application → Approved → Stop

MCE Enrollment and Credentialing

Provider Smith →
- MDwise Provider Credentialing → Approved
- MHS Provider Credentialing → Approved
- Anthem Provider Credentialing → Approved
- CareSource Provider Credentialing → Approved

→ Stop

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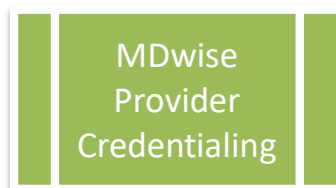
EnCred

Suspended in June 2019

Timeline for Activity

- IHCP Enrollment **(clean applications)**:
  - 10 business days (Portal submission)
  - 15 business days (Paper submission)

- MCE Credentialing:
  - 30 calendar days (upon receipt of completed application or upon receipt from a delegated credentialing body)
    - If delegated, providers must be loaded into system within 15 calendar days

Failure to process all credentialing applications in a timely fashion will require the submission of a formal Corrective Action Plan within ten (10) business days

Current MCE Performance (Q4 2019)

	Anthem	CareSource	MDwise	MHS
Number of Total Providers Requiring Credentialing	21,793	7,661	21,263	11,817
Credentialing Initiated	778	222	1,239	923
Credentialing Completed	2,592	364	1,587	968
Level 1 Review (clean review)	2,490 (96.1%)	360 (98.9%)	1,343 (84.6%)	968 (100.0%)
Level 2 Review (committee review)	38 (1.5%)	4 (1.1%)	24 (1.5%)	0 (0.0%)
Providers Not Credentialed	64 (2.5%)	2 (0.5%)	220 (13.9%)	0 (0.0%)
Average Number of Days To Complete Credentialing	12	20	70	8

SOURCE: MCE Q4 2019 Quarterly Data (HIP Providers)

Current MCE Performance (Q1 2020)

	Anthem	CareSource	MDwise	MHS
Number of Total Providers Requiring Credentialing	22,510	6,861	20,817	9,383
Credentialing Initiated	668	92	2,529	992
Credentialing Completed	2,702	192	2,945	986
Level 1 Review (clean review)	2,390 (88.5%)	186 (96.9%)	2,464 (83.7%)	986 (100.0%)
Level 2 Review (committee review)	49 (1.8%)	6 (3.1%)	35 (1.2%)	0 (0.0%)
Providers Not Credentialed	263 (9.7%)	1 (0.5%)	446 (15.1%)	0 (0.0%)
Average Number of Days To Complete Credentialing	6	21	30	15

SOURCE: MCE Q1 2020 Quarterly Data (HIP Providers)

Current MCE Performance (Q2 2020) – relaxed NCQA

	Anthem	CareSource	MDwise	MHS
Number of Total Providers Requiring Credentialing	22,611	6,112	22,646	10,288
Credentialing Initiated	596	53	1,241	1,237
Credentialing Completed	2,193	66	2,622	1,951
Level 1 Review (**clean review**)	2,038 (92.9%)	66 (100.0%)	2,353 (89.7%)	1,951 (100.0%)
Level 2 Review (**committee review**)	31 (1.4%)	0 (0.0%)	40 (1.5%)	0 (0.0%)
Providers Not Credentialed	123 (5.6%)	2 (3.0%)	229 (8.7%)	0 (0.0%)
Average Number of Days To Complete Credentialing	8	24	10	5

SOURCE: MCE Q2 2020 Quarterly Data (HIP Providers)

Indiana Compared to Other States

30 Calendar Days:
- Indiana
- Tennessee
- Iowa (90%)
- New Hampshire (PCPs)
- New Jersey (*monthly credentialing committee meeting*)

45 Days:
- Delaware
- Iowa (100%)
- New Hampshire (Specialists)
- New Mexico (*SUD providers are 30 calendar days*)

60 Days:
- Missouri
- Florida
- Louisiana
- Pennsylvania
- South Carolina
- Washington

75 Days:
- Arizona

90 Days:
- Kentucky (*SUD providers are 45 days*)
- Texas
- Mississippi (*45 days if network adequacy issues*)

Open Forum

What are your pain points in the current system?

Open Forum

What ideas do you have in how FSSA could improvements the process of enrollment and credentialing?

Time for IHCP to Listen