



Credentialing News for You

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OhioHealth Group

Credentialing Services

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Initial Credentialing for Newly Graduating Physicians

Bonnie Chapman and Jayne Rose

This is an introductory of the initial credentialing process for newly graduating physicians that will be joining a practice and will require hospital privileges at one or more OhioHealth hospitals and / or membership for the managed care products. In our next newsletter we will provide a more detailed article on completing the CAQH application.

Ohio Medical License & DEA Certificate:

Apply for your Ohio medical license immediately upon learning of your job prospect. This can take up to 14 weeks to receive your license and could delay your credentialing. While your application can be turned in and the credentialing process started without a current license or DEA, both will be required before privileges / membership can be obtained.

Make sure to complete an address change on your DEA certificate to the address that you will be practicing in the state of Ohio.

The CAQH Application:

A CAQH application will need to be completed. If you do not already have an ID set up then one will need to be created, contact OhioHealth Group Creden-

ting Services (OHGCS). Depending upon whether you are applying for privileges and / or membership will depend on how the CAQH application is to be completed. There are specific requirements for JCAHO and NCQA. If your CAQH application is not properly completed this will add an additional delay to your credentialing process. In completing your CAQH application there are a few things you should keep in mind to help make your credentialing process go smooth and quickly:

Education/Training: List complete addresses, phone / fax numbers, and start / finish dates.

Addresses: List every location you will be practicing at and make sure that all information for those locations is completed, including the billing information.

Hospital Affiliations: If you are applying for privileges, it is required that all past and current affiliations be provided on CAQH. If you are only applying for membership, current hospital affiliations are required to be provided on CAQH. A complete address and phone / fax num-

bers are required for all hospitals listed.

Malpractice: List 10 years history of your malpractice carrier information. Include your malpractice claims history information: The date of occurrence for each claim; complete information about the allegation for each claim; whether or not it has closed or is still pending; and, if applicable, how much the claim settled for.

Work History: List complete work history from the time of completion of medical school to current office location. Identify any time gaps over three (3) months.

Peer References: Three references are required on CAQH. An acceptable peer reference is someone from the same discipline with essentially equal qualifications. Don't use fellow residents, friends or relatives. Make sure the references have observed you within the past three (3) years. To prevent any delays, make sure to include the references' addresses, phone / fax numbers and, if known, email addresses. One of your references must be your current Program Director.

Attestation Questions: You must answer all ques-

Initial Credentialing for Newly Graduating Physicians—Continued

tions accurately. Any question answered yes must be accompanied with a full explanation of the reason.

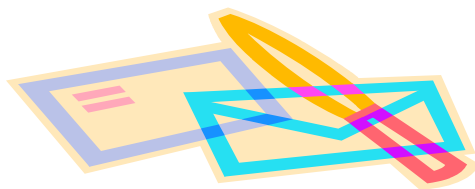
Reminder: After entering your data in CAQH, be sure to follow the steps on attesting your application and faxing in all supporting documents to CAQH. Failure to follow these steps will make your application incomplete with CAQH and we will not be able to pick up your application from the website.

In addition to the CAQH Application, a CVO Application Packet is required for applying to one or more OhioHealth Hospital:

A CVO Application Packet will need to be completed. This can be mailed, emailed or downloaded from the OhioHealth Group website.

Addendum: Within the CVO Application Packet is an Addendum that requires two (2) additional references in addition to the three (3) that were listed on CAQH. Do not duplicate the references as five (5) references will be required. Follow the same guidelines used for the three (3) references on CAQH for the two (2) Addendum references.

Photograph: A photograph is required with your application. Requirements of the photograph are



listed in the CVO Application Packet under the check list. You may submit this photograph along with your application either on CD, hardcopy or via email.

Managed Care Plans – Medical Group of Ohio (MGO) and OhioHealth Group (OHG) Managed Care Plans:

If your group participates in the insurance plans, The MGO and / or the OHG managed care plans, you will need to obtain Provider Agreements through OHGCS.

Contact

Contact OHGCS at 614-566-0010 Option 2.

Physician / Practitioner and Group Changes

Lori Henry and Debra Jacobsen

When a physician / practitioner has any changes to his/ locations, Tax IDs or phone / fax numbers, it is important to make sure these changes are sent to us so that claims may be processed correctly.

There is a Physician Office Change Form on our website, which can be accessed from the homepage. On the left-hand side is **Credentialing Services** listed under **For Providers**. On the Credentialing Services page, on the right hand side, scroll down to Physician Office Change Form. You will need to print, complete, and fax the completed to 614-566-0401.

An instructional sheet is attached to the change form. The following are the essentials needed:

Physician / Practitioner Changes

When a physician / practitioner has a change to their practice location, these steps must be followed so that claims will not be denied:

Physician / Practitioner Name:

Please include first, middle initial and last.

Address, Phone & Fax Numbers:

Please list whether it is a Primary, Additional or Billing location and indicate if this location is new or being termed. The effective, or term, date will need to be listed for this change. Phone & fax numbers are required for all locations.

Tax ID # (TIN): A W9 is required when a new TIN is being added. A W9 will also be needed if the current TIN is changing even though the group name is staying the same.

Physician / Practitioner Name

Change: This change needs to be shown the exact way the physician / practitioner wants it to be listed.

Practice Name Change: A W9 will be required.

Group Changes

The group name must be listed as it appears on the W9.

List the dba (during business as) name, if applicable.

Address, Phone & Fax Numbers:

Please list whether it is a Primary, Additional or Billing location and indicate if this location is new or being termed. The effective, or term, date will need to be listed for this change. Phone & fax numbers are required for all locations.

A list of all physicians / practitioners who will be affected by this change. If a change is for multiple locations, please include which locations are for which physicians / practitioners.

A W9 will be required if the practice name, or TIN, is changing.

A current practice malpractice face sheet, with a list of physicians / practitioners covered by the insurance, should also be included.

If you have any questions while filling out the change form, please feel free to contact the Provider Maintenance Specialist at 614-566-0177.

Meet the Credentialing Services Staff

Lisa Gillenwater

Ann Moeller is the Director. Ann coordinates with the central Ohio OhioHealth medical staff offices. Ann represents our department at various meetings at OhioHealth, OhioHealth Group, and The Medical Group of Ohio. Ann is also responsible for the information stored in the credentialing database, Cactus.

Bonnie Chapman is the Administrative Assistant. Bonnie is the hub of the department because the process begins with her. You will call Bonnie if you or your practitioner would like to be initially credentialed; you would like to follow-up on your initial application and make sure that we have received your information; you are currently going through reappointment and you need another hospital packet resent or you want to make sure we received your information; if you have questions about CAQH; or you are not sure who you will need to call.

The three Credentialers in the department are Jayne Rose, Lisa Gillenwater, and Mary Hammond. Their main responsibilities are credentialing of practitioners. The initial applicants are credentialed according to their specialties; each Credentialer is assigned specialties.

The entities that OhioHealth Group Credentialing Services (OHGCS) credentials practitioners for are privileges at Doctors Hospital, Dublin Methodist Hospital, Grady Memorial Hospital, Grant Medical Center, Riverside Methodist Hospital, and American Kidney Stone Management, as well as membership in The Medical Group of Ohio (MGO) and OHG products (HealthReach / HealthReach Preferred / HealthReach Advantage).



Once practitioners are credentialed, every two years they go through the recredentialing process, which is done according to their specialties.

Deb Jacobsen is the Credentialing Assistant.

Her main responsibility is recredentialing. Deb provides valuable assistance to the Credentialers throughout this entire process.

Lori Henry is the Provider Maintenance Specialist. You will call Lori if you have changes to your practice locations, Tax ID #, phone & fax numbers, mailing address or home.

Fingerprinting for Initial Hospital Applicants

Lisa Gillenwater



All applicants applying for privileges at one of the five central Ohio OhioHealth hospitals (Doctors Hospital, Dublin Methodist Hospital, Grady Memorial Hospital, Grant Medical Center, and Riverside Methodist Hos-

pital) are required to have their fingerprints processed for both the FBI (Federal Bureau of Investigation) and BCII (Bureau of Criminal Identification and Investigation).

Appointments are required for the fingerprinting process and are coordinated through the designated Credentials Coordinator. If you are unsure who this is, contact the Administrative Assistant, Bonnie Chapman, at 614-566-0010, Option 2.

If the applicant cannot have this done at one of the OhioHealth hospitals, they will have to go to an approved facility that does both the FBI and the BCII reports and have the reports sent directly to Credentialing Services. The applicants will also have to pay for the processing fees themselves. Please allow 8 to 12 weeks for