

## Assessment of Organizational Providers— CR305

<b>Subject:</b> Assessment of Organizational Providers	<b>Revised Effective:</b> 02/28/24
<b>Policy #:</b> CR305	<b>Review Schedule:</b> Annual or as needed

**Applicability:** All programs requiring credentialed providers

**Policy:** To maintain a high-quality organizational provider network, Colorado Access will establish criteria and processes for the pre-contractual assessment of organizational providers with whom it intends to contract and reassess organizational providers that are currently contracted at least every 3 years.

**Procedures:**

1. **Scope of Credentialing/Assessment.** Colorado Access will conduct pre-contractual assessments and periodic reassessments of the following types of organizational providers:

Physical Health	Behavioral Health
Hospitals	Psychiatric Hospitals
Home Health Agencies	Community Mental Health Centers
Free-Standing Ambulatory Surgery Centers	Substance Use Disorder Treatment Programs (See definition below)
Skilled Nursing Facilities	
Nursing Homes	
Hospices	Community Mental Health Clinics
Durable Medical Equipment (DME) Providers	Recovery Support Services Organization
Independent Diagnostic Testing Facilities	Psychiatric Residential Treatment Facilities
Portable X-ray Suppliers	Therapeutic Residential Child Care Facilities
Urgent Care Centers	Qualified Residential Treatment Program
	Acute Treatment Unit
	Crisis Stabilization Unit

Individual practitioners who provide services exclusively in the organizational settings noted above are not required to be individually credentialed or recertified by Colorado Access.

**Definitions:**

**Community Mental Health Centers, Community Mental Health Clinics, and Substance Use Disorder Treatment Programs:** These provider organizations meet the definitions and operational criteria in 2 CCR 502-1 and are eligible for designation and/or licensing through the Colorado Office of Behavioral Health.

2. **Criteria and Verification Requirements.** The criteria used to evaluate organizational providers during initial assessment and reassessment and the corresponding verification requirements are listed below.

Verification Requirements	Required at Credentialing (C) or Recredentialing (R)	Verification Time Limit
<b>Completed application, including signed and dated attestation and authorization</b>	<b>C</b> <b>R</b>	Within 365 calendar days of decision
<b>Enrolled and validated for Medicaid and/or CHP HMO</b>	<b>C</b> <b>R</b>	Must be enrolled and validated prior to assessment and reassessment
<b>State licensure: current copy of the Colorado license</b> Must be in effect at the time of the decision date. See 5.D below for exceptions.	<b>C</b> <b>R</b>	Within 180 calendar days of decision
<b>For health care institutions: current professional liability insurance</b> – Minimum limits of liability of \$500,000 per incident and \$3 million aggregate, with the exception of public entities that have coverage through a Self-Insurance Trust, the Federal Tort Claims Act (FTCA) or have governmental immunity (must be in effect at the time of the decision date)	<b>C</b> <b>R</b>	Within 180 calendar days of decision
<b>For DME providers: current comprehensive general liability insurance</b> – Minimum limits of liability of \$1 million per incident and \$3 million aggregate	<b>C</b> <b>R</b>	Within 180 calendar days of decision
<b>CLIA Waiver and Certification</b> - If applicable, current copy of the organization’s CLIA certificate	<b>C</b> <b>R</b>	Within 180 calendar days of decision
<b>State and federal regulatory status</b> - In good standing.	<b>C</b> <b>R</b>	Within 180 calendar days of decision
<b>Current accreditation by an acceptable accreditation body</b> -A copy of the current certificate or letter from the acceptable accrediting body (see table below) that indicates the organizational provider is accredited, or a hardcopy printed from the accrediting body’s website indicating the	<b>C</b> <b>R</b>	Within 180 calendar days of decision

<p><b>If not accredited by an approved entity, either:</b></p> <p>An acceptable federal (e.g., CMS) or state (e.g., Colorado Office of Behavioral Health) review or designation, including a quality assessment site review, within the past 3 years.</p> <p>OR</p> <p>Successful completion of a quality clinical review and site visit conducted by Colorado Access (See Section H.)</p>	<p><b>C</b> <b>R</b></p>	<p>Within 180 calendar days of decision</p>
<p><b>Colorado Secretary of State</b> – in good standing</p>	<p><b>C</b> <b>R</b></p>	<p>Within 180 calendar days of decision</p>

3. **Acceptable Accrediting Bodies and Alternative Site Visits:** The acceptable accrediting bodies and acceptable alternative site visits for each organizational provider type are listed in the table below. The site review results, and outstanding Corrective Action Plans will be examined to ensure that the organization was reviewed and passed inspection. If the organizational provider has not undergone a site visit by one of the above, or the last visit was greater than 3 years old, Colorado Access will perform a site visit. Urgent care centers do not require a site visit or accreditation.

<b>Organizational Provider Type</b>	<b>Acceptable Accrediting Body or Alternative Site Visit</b>
<p>Hospital</p>	<p>The Joint Commission (general, psychiatric, children’s and rehabilitation)  CARF (Medical Rehab Program or Behavioral Health Program as applicable)  CMS Site Survey or OBH Survey of psychiatric hospitals</p>
<p>Home Health Agency</p>	<p>The Joint Commission  CARF  URAC  CHAP  ACHC  CMS Site Survey</p>
<p>Free-Standing Ambulatory Surgical Center</p>	<p>The Joint Commission  AAAASF  AAAHC  CMS Site Survey</p>
<p>Skilled Nursing Facility</p>	<p>The Joint Commission  URAC  CARF (Medical Rehab Program or Behavioral Health Program as applicable)  CMS Site Survey</p>

Nursing Home	The Joint Commission URAC CMS Site Survey
Hospice	The Joint Commission CARF CHAP ACHC CMS Site Survey
Durable Medical Equipment	DMEPOS The Joint Commission ACHC CHAP ABCOP CMS Site Survey
Portable X-ray Suppliers	CMS Site Survey
Independent Diagnostic Testing Facilities	The Joint Commission
Urgent Care Centers	Accreditation or equivalent quality review/site visit not required
Community Mental Health Centers and Clinics Acute Treatment Unit Crisis Stabilization Unit Recovery Support Services Organization	The Joint Commission CMS Review or OBH Site Review COA CARF COA Review NCQA, JTC, or AAAHC PCMH certification CDPHE Site Review
Psychiatric Residential Treatment Facility	The Joint Commission COA CARF OBH Site Review
Therapeutic Residential Child Care Facility	The Joint Commission COA CARF OBH Site Review
Substance Use Disorder Treatment Centers	The Joint Commission COA CARF OBH Site Review

4. **Application Process.** Colorado Access requires all organizational providers to complete the Organizational Provider Application or Reapplication.
  - A. **Initial Application.** Provider Contracting Manager sends the Credentialing Coordinator a request to assess new organizations. One application is required for each taxpayer identification number (TIN). If the organization has multiple locations under one TIN, then only one application is required, with multiple address records.
  - B. **Reassessment Application.** Credentialing Coordinators will prompt currently contracted organizational providers to submit reassessment applications approximately 90 calendar days prior to the scheduled reassessment date and will follow-up if there is lack of provider response.
  - C. **Application Receipt.** Upon receipt of the application, the documents are saved electronically by the Credentialing Coordinator, and data is verified and entered into the credentialing database. The application is reviewed for completeness and the Credentialing Coordinator ensures the requested documentation is present and current. Follow-up is conducted with the organizational provider if the application is incomplete.

5. **Documentation and Verification Process.**

- A. **Review of Application Questionnaire.** If there is an affirmative response to the application questionnaire regarding Medicare and Medicaid sanctions, remedies imposed by the State to include State monitoring, civil monetary penalty, denial of Medicaid payment for new admissions, temporary management and/or closure within the last three (3) years, Colorado Access will obtain supporting documentation from the Organizational Provider or from the Health Facilities Division website.
- B. **SAM and OIG background checks.** Organizational providers that are excluded from participating in Medicare or Medicaid Programs may not participate in Colorado Access's network. Verification is performed by the Provider Contracting team at initial assessment and then monthly thereafter using <https://app.streamlineverify.com/>.
- C. **Colorado Medicaid Enrollment.** Colorado Access's provider enrollment database is used to verify validation status.
- D. **Colorado Secretary of State verification.** The organization must be in good standing. <https://www.sos.state.co.us/biz/BusinessEntityCriteriaExt.do?resetTransTyp=Y>
- E. **Current Valid Colorado License or State or Federal Certification.** Organizational providers included in the scope of this policy are required to have a current Colorado license, except for facilities that are not licensed or not required to be licensed by the State. These include Durable Medical Equipment suppliers and Urgent Care Centers. Comprehensive Outpatient Rehabilitation Facilities are required to have Health Care Policy and Financing (HCPF) or Medicare Certification (CMS). Mental health group practices are not required to be licensed as an organization or facility in Colorado, and therefore only licensure of the supervising practitioners is verified. BHE licensure can

have Full status or Provisional status at the time of credentialing. The manager will follow up to ensure Full status was obtained.

A screen print from the Colorado Department of Public Health and Environment (CDPHE) website indicating CMS meets the verification requirement for certification.

<https://www.colorado.gov/pacific/cdphe/find-and-compare-facilities>

- F. **Professional Liability Insurance Coverage.** Colorado Access requires health care institution organizational providers subject to this policy to carry minimum professional liability coverage of \$500,000 per incident and \$3 million aggregate.

**Comprehensive General Liability Insurance Coverage.** Colorado Access requires Durable Medical Equipment providers subject to this policy to carry minimum comprehensive general liability coverage of \$1 million per incident and \$3 million aggregate.

A copy of the insurance declaration sheet including the organizational provider's name, the effective and expiration dates and amounts of coverage meets the verification requirement. The policy must be in effect at the time of the decision.

Organizational providers who have coverage through a Self-Insurance Trust, the Federal Tort Claims Act (FTCA) or have governmental immunity are exempt from carrying the minimum amounts of malpractice insurance of \$500,000 and \$3 million aggregate.

Should Colorado Access have knowledge that an organizational provider has cancelled its insurance coverage, Colorado Access will notify the HCPF within two (2) business days.

- G. **CLIA Waiver and Certification.** If the organization provides in-house laboratory services, a current copy of the organization's CLIA certificate must be submitted. Online verification can also be performed on <https://wwwn.cdc.gov/CLIA/Resources/Lab-Search.aspx>.
- H. **State and Federal Regulatory Status.** Colorado Access requires that the status of an institution's standing with state and federal regulatory agencies be verified directly with the Office of Inspector General (OIG) and the National Practitioner Data Bank (NPDB). If an organizational provider is identified as being excluded, the provider is not eligible for Colorado Access network participation. If sanctions are present, the Credentialing staff obtains the applicable documentation.
- I. **Accreditation or Quality Review/Site Visit:**
- a. **Accreditation by an acceptable accrediting body:** Accreditation is verified through the accrediting body website and receipt of a copy of the most recent accreditation report, certificate, or a decision cover letter sent by the accrediting body indicating the organizational provider is accredited.
  - b. **State or federal quality review/site visit:** A copy of the report (survey), or a letter sent to the organizational provider from CMS or BHA/CDPHE that shows

that the organization was reviewed within the past three years is required, including a site visit. The findings of the review must indicate that the organization complies and has completed all the corrective action items. The CMS and State quality reviews must include criteria and standards consistent with those in this policy. If the report indicates remedies were imposed within the last three (3) years, credentialing staff will obtain the supporting documentation. Colorado Access may choose to conduct its own quality review/site visit if the documentation provided during the assessment or reassessment process indicated potential areas of non-compliance with its criteria. Colorado Access is not required to conduct a site visit if the provider organization is in a rural area, as defined by the US Census Bureau, and the state or CMS has not conducted a site review as part of its approval process.

- c. **Participating Provider Quality Monitoring.** Quality monitoring occurs continually during the credentialing cycle. The Quality Management Department forwards quality of care concerns to the Credentialing department upon identification. The credentialing department forwards such concerns to the Credentials Committee. The Credentials Committee may further investigate quality of care concerns and/or act as described in CR301.

6. **Organizational Provider File Review Classification Process.** The Credentials Committee establishes the file review classification process. The file review classification process provides guidance to the credentialing staff for determining which files will be prepared for review.

- A. Level 1: Organizations that meet all the requirements, which are reviewed and approved by the Medical Director.
- B. Level 3: Files that contain evidence of Medicare and Medicaid sanctions, remedies imposed by the State to include, State monitoring, civil monetary penalty, denial of Medicaid payment for new admissions, temporary management and/or closure that have occurred within the past three (3) years will be reviewed by committee. If, after Colorado Access performs a clinical review and site visit, there is a file that is determined to not meet full criteria, will require Credentialing Committee review.

7. **Credentialing Determination Notification.** Organizations undergoing initial assessment are notified in writing within ten (10) business days of the decision. If the organizational provider is denied participation, the Credentialing Manager, in writing, within ten (10) business days, will notify them and the documentation is filed in the organizational provider electronic file.

Organizations undergoing reassessment will not be notified in writing unless the status of the organization has been altered or the application has been denied. The organization will be notified in writing within ten (10) business days.

8. **Provider Directories.** Organizational providers will be added to Colorado Access's provider directory upon successful completion of the credentialing and contracting processes.

If the organization ceases to comply with assessment criteria as determined through the processes of continuous compliance monitoring, reassessment does not take place within the required time frame, or the provider withdraws from the network, the organization will be

removed from the provider directory within five (5) business days (see policy and procedure PNS201 Provider Manual, Directory and Communications Updates).

9. **Credentialing System Controls.** Colorado Access implements controls to ensure security and integrity of credentialing information.
- A. Colorado Access receives all primary source verified data electronically in the following ways: web crawlers and the internet. The data are saved in the credentialing software (web crawlers) or in a shared drive folder (internet). All data are tracked in a checklist as part of the credentialing software.
  - B. Modified data are tracked and dated in the electronic checklists that are generated in the credentialing applications. Upon completion of the verification process, a report is generated and saved in the provider's folder, which summarizes who and when each primary source verification was modified.
  - C. Credentialing Coordinators, Provider Data Analysts, and the Credentialing Manager are authorized to review, modify, and delete information in the credentialing software system. Deleting data is only necessary if the original data entered were incorrect.
  - D. Only the staff mentioned in 9.C. above are authorized to modify data in the credentialing software, which is password protected by the user's Windows log in information. The credentialing software system can only be accessed in the office or using the Colorado Access VPN. All other users are assigned to a user group with read-only access in the system. The electronic folders are only available to these staff and are not made available companywide.
  - E. Colorado Access audits initial and recredentialing files daily for compliance with NCQA standards. The auditors are members of the Business Support team and report to the Director of Member and Provider Data Integrity.
    - 1. For new credentialing staff, 100% of the files are audited until the audit score is at least 95%. Once a staff person reaches a score of 95%, the auditors review 25% of the staff's files.
    - 2. If there are one or more findings in an audit, the rest of the staff's files will be audited for the applicable element(s).
    - 3. Regular auditing is conducted using the logic below:
      - 95%– 100% accuracy - audit 25% of all files
      - 90% – 94.9% accuracy - audit 50% of all files
      - 85% – 89.9% accuracy - audit 75% of all files
      - below 85% accuracy - audit 100% of all files

**References:**

N/A

**Attachments:**

N/A