



JEFFERSON  
BEHAVIORAL  
HEALTH

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# Credentialing and Re-credentialing Policy and Procedures

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State Approved Date goes here

# JBH POLICY & PROCEDURE

## Credentialing Process

Approved by JBH Board of Directors: \_\_\_\_\_ Approved by State of Oregon – DHS/AMH: \_\_\_\_\_

### Table of Contents

I: JBH POLICY ON CREDENTIALING PROVIDERS.....	3
. Policy Description.....	3
. Applicability .....	3
II: POLICY DEFINITIONS .....	3
III: GENERAL PROCEDURE FOR CREDENTIALING AND RE-CREDENTIALING PROVIDERS.....	5
. Responsibility for Credentialing and Re-credentialing providers .....	5
. Credentialing by Contractor Agencies .....	7
. Required documentation on each provider.....	8
IV: OUT OF NETWORK OUTPATIENT SERVICES .....	8
. Responsibility for Credentialing and Approving Providers.....	8
V: MONITORING OF INPATIENT FACILITIES.....	9
. Responsibility for Credentialing and Approving Providers.....	9

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## PART I: JBH POLICY ON CREDENTIALING PROVIDERS

### A. Policy Description

The purpose of this policy is to ensure a consistent method for credentialing programs or facilities used to deliver covered services.

The following procedures set forth in this policy should serve as a tool to assist JBH staff, Participating Provider agency staff, OHP Members and/or their Representatives, stakeholders, and regional and/or allied agencies in implementing an efficient system for credentialing providers, programs or facilities.

### B. Applicability

For the purposes of this policy, the term Jefferson Behavioral Health (JBH) includes the Jefferson Behavioral Health staff and its authorized representatives. JBH shall follow this policy as it applies to the OHP mental health services governed by the Mental Health Organization Agreement between the State of Oregon and JBH. Participating Providers shall follow this policy to the extent that it applies to the mental health services that they provide to JBH Members. The responsibilities outlined in this policy shall also include, but not be limited to, contractors and subcontractors and/or any agency delegated with the responsibility for managing mental health services for JBH members.

## PART II: POLICY DEFINITIONS

1. **“Contractor”** A County, agency or individual that has a contract to provide services to OHP members directly with Jefferson Behavioral Health and is responsible for reporting directly to JBH.
2. **“Community Mental Health Program (CMHP)”** The organization of all services for persons with mental or emotional disorders and developmental disabilities operated by, or contractually affiliated with, an LMHA, operated in a specific geographic area of the state under an intergovernmental agreement or direct contract with DHS.
3. **“Criminal Records Check”** means the Oregon Criminal History Check and the processes and procedures required by OAR 407-007-0000 through 407-007-0380.
4. **“Employee”** means a person who provides a program service or who takes part in a program service and who receives wages, a salary, or is otherwise paid by the program for providing the service.

## JBH POLICY & PROCEDURE

### Credentialing Process

Approved by JBH Board of Directors: \_\_\_\_\_ Approved by State of Oregon – DHS/AMH: \_\_\_\_\_

5. **“Intern/Student”** means a person who provides a paid or unpaid program service to complete a credentialed or accredited educational program.
6. **“Licensed Medical Practitioner (LMP)”** means a person who meets the following minimum qualifications as documented by the LMHA or designee:
  - a. Holds at least one of the following educational degrees and a valid license:
    - i. Physician licensed to practice in the State of Oregon;
    - ii. Nurse practitioner licensed to practice in the State of Oregon; or
    - iii. Physician's assistant licensed to practice in the State of Oregon
  - b. In addition, whose training, experience and competence demonstrate the ability to conduct a mental health assessment and provide medication management.
  - c. For individuals receiving ICTS and ITS services, a “Licensed Medical Practitioner” or “LMP” means a board-certified or board-eligible child and adolescent psychiatrist licensed to practice in the State of Oregon. OAR 309-016-0005 (36)
7. **“Member”** An individual found eligible by a program of the Oregon Department of Human Services (DHS) to receive health care services under the Oregon Health Plan (OHP) Medicaid Demonstration Project or State Children’s Health Insurance Program (SCHIP) and who, for purposes of this policy, is assigned to JBH for mental health services.
8. **“Mental Health Practitioner”** An individual with current and appropriate licensure, certification, or accreditation in a mental health profession, which includes, but is not limited to: psychiatrists, psychologists, registered psychiatric nurses, Qualified Mental Health Associates, and Qualified Mental Health Professionals.
9. **“Participating Provider”**: An individual, facility, corporate entity, or other organization credentialed by JBH as a Provider of non-inpatient or inpatient mental health services and approved by JBH’s Board of Directors as a sub-contractor to provide mental health services to JBH Members. Participating Providers must enter into a formal contract with JBH and agree to bill and/or submit encounter data in accordance with that contract.
10. **“Qualified Mental Health Associate (QMHA)”**: means a person delivering services under the direct supervision of a Qualified Mental Health Professional (QMHP) and meeting the following minimum qualifications as documented by the LMHA or designee:
  - a. Bachelor's degree in a behavioral sciences field or a combination of at least three years relevant work, education, training or experience; and
  - b. Has the competencies necessary to:
    - i. Communicate effectively;

## JBH POLICY & PROCEDURE

### Credentialing Process

Approved by JBH Board of Directors: \_\_\_\_\_ Approved by State of Oregon – DHS/AMH: \_\_\_\_\_

- ii. Understand mental health assessment, treatment and service terminology and to apply the concepts;
  - iii. And provide psychosocial skills development and to implement interventions prescribed on an Individual Service and Support Plan within the scope of his or her practice.
11. **“Qualified Mental Health Professional (QMHP)”** means a Licensed Medical Practitioner (LMP) or any other person meeting the following minimum qualifications as documented by the LMHA or designee:
- i. Graduate degree in social work, psychology, a behavioral science field or recreational, art or music therapy; or
  - ii. Registered nurse with a B.S in Nursing who is licensed by the state of Oregon; or Bachelor’s degree in Occupational therapy and licensed by the State of Oregon and
  - iii. whose education and experience demonstrates the competencies to identify precipitating events; gather histories of mental and physical disabilities, alcohol and drug use, past mental health services and criminal justice contacts; assess family, social and work relationships; conduct a mental status examination; document a multi-axial DSM diagnosis; write and supervise an Individual Service and Support Plan; conduct a Comprehensive Mental Health Assessment; and provide individual, family, and/or group therapy within the scope of his or her practice.
12. **“Subcontractor”** Agency or individual who has a contract with a JBH contracted entity and who is responsible to the county or contractor.

## PART III: GENERAL PROCEDURE FOR CREDENTIALING AND RE-CREDENTIALING PROVIDERS

### A. Responsibility for Credentialing and Re-credentialing providers

1. Credentialing standards shall be set by JBH.
2. JBH delegates the responsibility and processes for credentialing and approving contracted agency staff to the contracted agency.
3. It is the Community Mental Health Programs responsibility to maintain a qualified provider panel and to update JBH on changes in providers.
4. The Directors of JBH’s contracted agencies or their designees shall have approval authority in the credentialing process of their own individual contracted practitioners.

## JBH POLICY & PROCEDURE

### Credentialing Process

Approved by JBH Board of Directors: \_\_\_\_\_ Approved by State of Oregon – DHS/AMH: \_\_\_\_\_

5. JBH shall provide oversight over the credentialing process in each of its direct contracted provider agencies and will review those processes yearly at the delegated activities review.
6. The Contractors shall ensure that all of their sub-contractors comply with the requirements set forth in this procedure. Contractors will provide JBH with reports detailing their oversight of sub-contractors at time of re-credentialing reviews
7. Each agency provider (i.e., Community Mental Health Programs and Intensive Treatment Providers) shall have a process for credentialing their individual providers.
8. Certain serious felonies and misdemeanors may increase the risk of exploitation and/or abuse of persons in the care of or receiving services from JBH, its affiliates, or subcontractors. Because of this potential, all agencies shall conduct criminal background records' check on all providers of mental health service they credential. Providers must meet state requirements for criminal background checks including OAR 407-007-0000 through 407-007-0380
9. Individuals in paid employment with Member CMHPs to provide billable mental health services should meet the requirements of either a Qualified Mental Health Associate (QMHA) or Qualified Mental Health Professional (QMHP) as defined in definitions.
10. Individual Providers: Individuals providing services through a direct subcontract with either JBH or any of its Member CMHPs shall be licensed, registered, or certified in the State of Oregon to provide services within their appropriate field of expertise, and shall be screened through the U.S Department of Health and Human Services Excluded Provider list.
11. Individual medical practitioners (i.e. M.D, DO., N. P., an P.A and must possess and maintain a current license to practice medicine in the State of Oregon, proof of liability insurance and proof of hospital privileges (if rendering services in an inpatient acute care setting).
12. If an agency is not licensed, registered, or certified and the agency is required to do so, then the provider shall either document the plan to obtain appropriate credentials or justification as to why the provider is not pursuing credentialing. If a provider has been licensed in the past and does not currently hold a license, registration, or certificate, the provider shall document reasons for suspension or lapse of credential, plans for re-credentialing (if any) and/or reasons for not re-credentialing.

## JBH POLICY & PROCEDURE

### Credentialing Process

Approved by JBH Board of Directors: \_\_\_\_\_ Approved by State of Oregon – DHS/AMH: \_\_\_\_\_

13. Denials and Appeals: Individuals that have not been credentialed shall be given written notification by the agency for the reason of denial.
14. If a provider leaves employment or internship at an agency and then returns, the agency must re-credential the employee at time of re-hire.
15. For purposes of this policy, the responsibilities listed for Participating Providers shall also apply to the LMHA's in JBH's Service Area, to each of which JBH has delegated responsibility for managing non-inpatient or inpatient mental health services for JBH Members in the LMHA's county.

#### **B. Credentialing by Contractor Agencies**

1. Credentialing of individual practitioners (agency employees or contractors) is delegated to the contracted agency.
  - a. Contractors of mental health outpatient services:
    - (i) Providers shall possess valid licenses or certificates if any are required under any federal, state, or local law, rule, or regulation to deliver outpatient OHP Covered Services in the State of Oregon. The contractor shall verify possession of such required licenses or certificates.
  - b. If an employee or subcontractor is not required to be licensed or certified by a State of Oregon board or licensing agency, then: The individual must meet the definition for Qualified Mental Health Associate or Qualified Mental Health Professional as defined in OAR 309-016-0005 and provide services under the supervision of a Licensed Medical Practitioner; or
    - (i) For individuals not meeting the QMHA or QMHP definition, the contracted agency shall document and certify that the individual's education, experience, competence, and supervision are adequate to permit the individual to perform his or her specific assigned duties. JBH form "Credentialing for Adjunct Service Providers" or its equivalent is used to record this information, which is retained in the individual's credentialing file. Credentialing of interns follows this procedure.
  - c. Contracted Agency credentialing records shall document academic degrees, licenses, certifications, and/or qualifications of the agency's employees and/or subcontractors. Criminal record reviews shall be completed and documented as described in OAR 407-007-0000 through 407-007-0380
  - d. Services to OHP Members may not be rendered by individuals or entities that are currently excluded from Medicaid participation under Section 1128 or Section 1128A of the Social Security Act. The contracted agency shall not

## JBH POLICY & PROCEDURE

### Credentialing Process

Approved by JBH Board of Directors: \_\_\_\_\_ Approved by State of Oregon – DHS/AMH: \_\_\_\_\_

refer OHP Members to such Providers and shall not accept billings for Services to OHP Members submitted by such Providers.

- e. Any action taken to exclude a provider currently employed by or under contract with a member agency shall be reported to JBH, AMH and any OHP member who received care on a regular basis within 15 days.
- f. If a provider or contractor leaves employment or terminates contract at an agency and then returns, the agency must re-credential the employee at time of re-hire or prior to development of a new contract to provide services.

#### **C. Required documentation on each provider**

JBH will review credentialing activities including all credentialing documentation kept at contractor agencies. The following list of documentation must be contained in each providers credentialing file.

1. Primary source verification of degrees through official transcripts, licenses and certifications and/or a combination of work, education and training that would justify his/her competencies to meet the qualifications of that position.
2. Fitness determination from criminal records check
3. Verification that provider has been checked against and is not included on the individuals who are excluded from Medicaid participation list. This check must be completed at time of Provider Agencies MHO contract renewal.
4. Documented explanation of any history of loss of license, history of disciplinary action and/or previous sanctions by Medicaid or Medicare.
5. For Medical Providers, valid DEA certificate.

## **PART IV: OUT OF NETWORK OUTPATIENT SERVICES**

### **A. Responsibility for Credentialing and Approving Providers**

1. Each Participating Provider is responsible for obtaining covered services for OHP members that cannot be provided by the agency or its contractors. The cost of such services to the member cannot exceed the cost for in-network services as specified in the MHO contract. The use of out-of network services should be monitored to determine the need for additional service capacity within the county.

## **JBH POLICY & PROCEDURE**

### **Credentialing Process**

Approved by JBH Board of Directors: \_\_\_\_\_ Approved by State of Oregon – DHS/AMH: \_\_\_\_\_

2. Verification of credentialing of out of panel providers for outpatient services is the responsibility of the Contractor. The contractor must ensure that all subcontractor agencies have completed the credentialing process as specified in this policy and relevant OAR's.
  - a. Individual practitioners providing out of panel services must be employed by an agency licensed in the State of Oregon for Medicaid and/or insurance billing, or be individually licensed by the State of Oregon for independent practice. Credentialing files shall include the documentation in Part III, C and evidence of malpractice insurance.
  - b. Out of panel services to OHP Members may not be rendered by individuals or entities that are currently excluded from Medicaid participation.
3. Each Contractor is required to authorize any out of panel outpatient services that are medically necessary. Each contractor agency shall specify a representative to whom such requests are submitted. Refusal of such requests may constitute a denial of services and is subject to all Notice of Action rights and procedures.

## **PART V: MONITORING OF INPATIENT FACILITIES**

### **A. Responsibility for Credentialing and Approving Providers**

1. Employees of inpatient hospitals providing direct mental health services under contract with JBH must be credentialed by their employing agency prior to service delivery or receiving reimbursement for services. JBH will accept the hospitals credentialing process if it follows Joint Commission on Accreditation of Healthcare Organizations (JCAHO) standards. Upon request, the hospital will make available to JBH upon request the credentialing files of employees performing work under its contract with JBH.
2. For those Physicians providing care in an inpatient Hospital Psychiatric Setting, JBH will collect proof of liability insurance and evidence of hospital privileges.
3. AMH reviews hospital seclusion and restraint policies. The Quality Improvement Coordinator shall address any concerns about the care of JBH members directly with the hospital and with AMH.