Procedure C-10: Credentialing/Recredentialing with ApplySmart

I. Collecting Credentialing Information

A. If the provider isn't aware he/she is due for credentialing/recredentialing, send the notice email at ..\..\..\..\Credentialing\Recredentialing Notice.oft.

B. Before you can credential/recredential a provider, make sure you have *current* copies of the following in the provider's folder at ..\..\..\..\Credentialing:

1. State license
2. Specialty certifications (not for Mental Health Counselors)
3. CPR certifications
4. DEA certification

C. If you are credentialing a provider for the first time, you will also need the following:

1. Demographic Info including home address, DOB, birth city, and SSN.
2. Education history including school addresses, years attended and degree earned.
3. Work history including titles, addresses, years employed.
4. Any work gaps including dates and reasons for gaps.

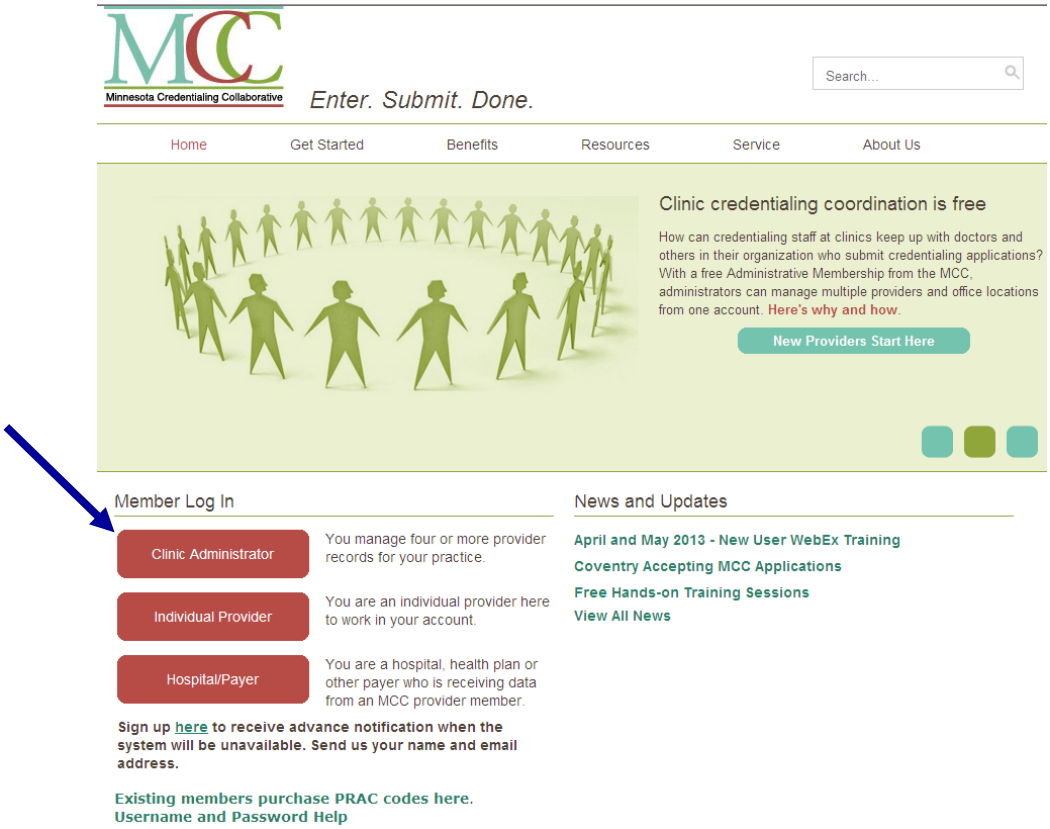
D. If you do not have any of the information above, email the provider to request it.

III. Creating/Updating Provider's Record

Note: Since recredentialing is much more common, it is listed first on this procedure. If you're adding a new provider to the SBC clinic, skip to Section II: Credentialing.

A. Login to ApplySmart as Administrator.

1. Go to http://mncred.org/.
2. Click on the *Clinic Administrator* button.



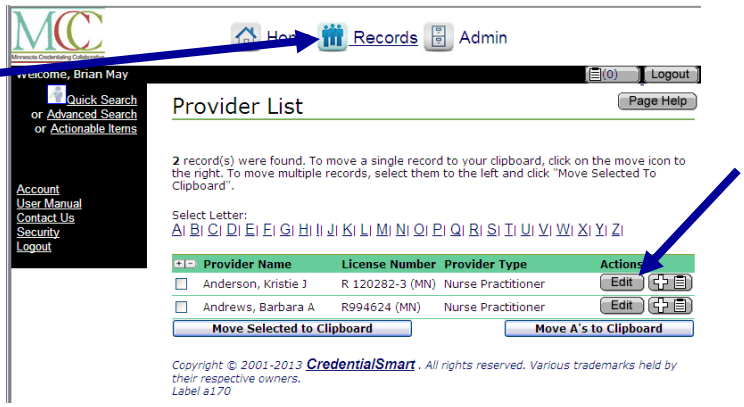
3. Enter your username and password.

Hint: Find your information on the SBC Master Staff Spreadsheet currently at ..\..\..\..\2012-13\Clinic Staffing\SBC Master Staff Spreadsheet_20122013.xlsx. Click on the *License & Credentialing* tab.

B. Retrieving Record

1. Click on the *Records* button.
2. Find the provider you wish to recredential.
3. Click on the *Edit* button next to the provider's name.

Note: If you are adding a new provider, click on *Admin>Users>New User*



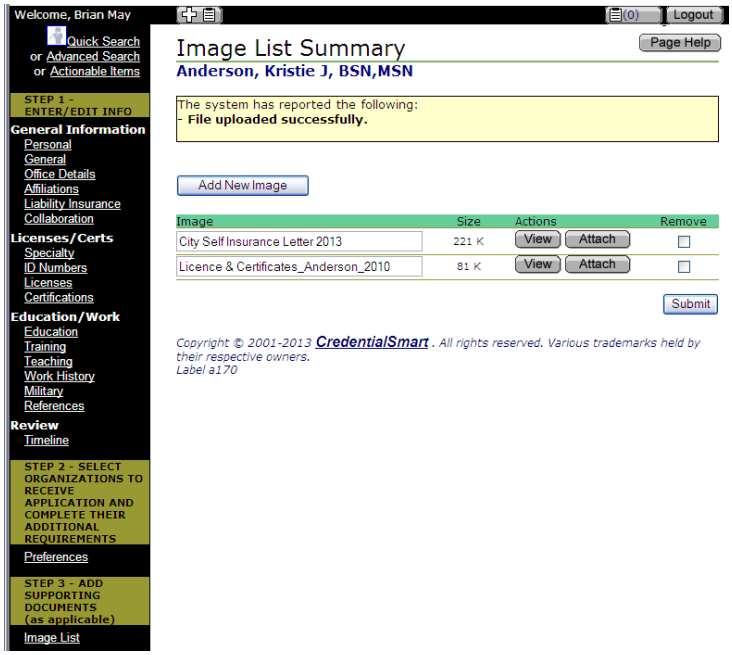
C. Updating/Adding Information

1. General Information

a. *Personal*: scan the provider's information to make sure everything is current.

b. *General*: scan the provider's information to make sure everything is current. Ensure the *Credentialing contact* is correct.

c. *Liability Insurance:* Make sure the coverage dates are for the current year.



2. Licenses/Certs

a. *Specialty* (skip this step for Mental Health Counselors): make sure the certification expiration date is correct.

b. *ID Numbers:* make sure the dates are current for NPI and any other numbers.

c. *Licenses:* make sure the dates are current for State and DEA numbers.

d. *Certifications:* make sure the CPR dates are current.

3. Education/Work

a. Scan the education and work history to make sure there are no time gaps.

b. *References:* make sure the provider has at least three references. One of which needs to be the SBC Medical Director (currently Dr. Nicole Chaisson)

4. Preferences

a. Make sure the insurance provider you are recredentialing is listed.

5. Image List

a. make sure the following documents are current:

i. Provider's specialty certificates

ii. Provider's CPR certificate

iii. City Self Insurance Letter (get the latest letter from Seble and save it here for uploading)

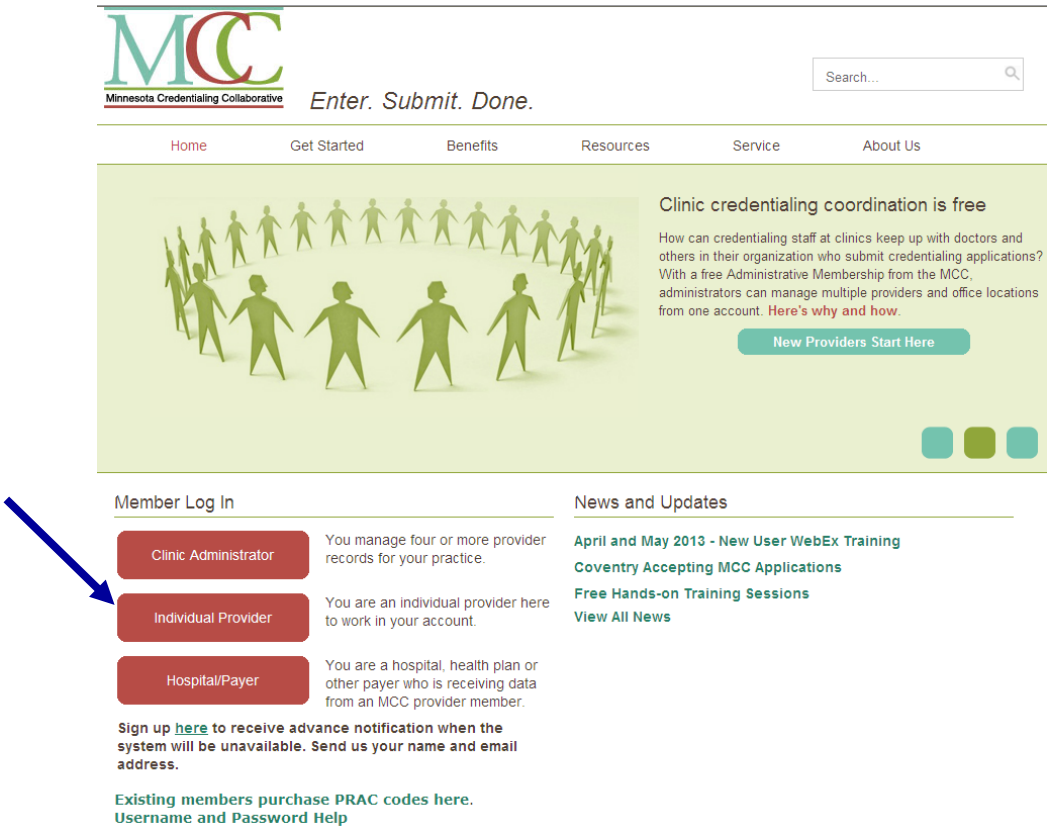
D. Application Audit

1. *Credentialing Organization:* Chose the insurance payer you need to recredential a provider.
2. *Audit Mode:* Choose *Recredentialing*.
3. Click on the *Save* button.

V. Auditing Record

A. Log out of ApplySmart and re-Login as the Provider.

1. Go to http://mncred.org/.
2. Click on the *Individual Provider* button.



3. Enter the **provider's** username and password.

> *Hint:* Find the provider's information on the SBC Master Staff Spreadsheet currently at ..\..\..\..\2012-13\Clinic Staffing\SBC Master Staff Spreadsheet_20122013.xlsx. Click on the *License & Credentialing* tab.

B. Subscription Number

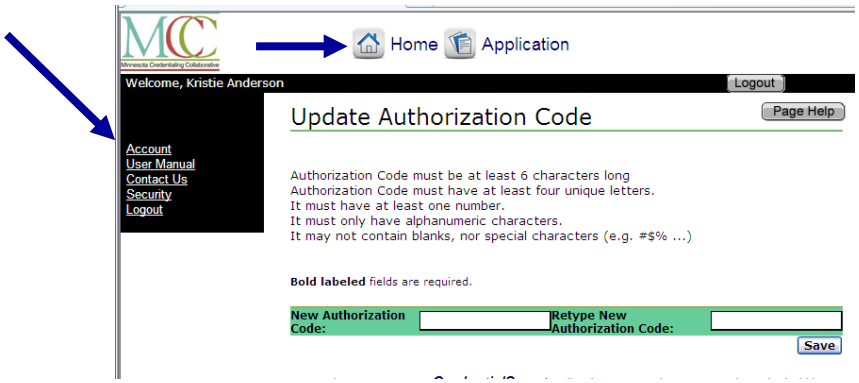
If the provider's subscription number has expired, you will see an error message once you login as the provider. To get a new subscription, follow these steps:

1. Email Dolly at dschmidt@mncred.org or click on the *Contact Us* link.
2. Request a new Subscription Number and explain that the City does not have credit card.
3. Dolly will send an invoice with the new subscription number on it.
4. Enter the new subscription number at ..\..\..\..\2012-13\Clinic Staffing\SBC Master Staff Spreadsheet_20122013.xlsx and in ApplySmart.

> *Note:* Subscription numbers are good for one year starting on the date they are issued, not the date they are applied to a provider, so do not order in advance.

D. Authorization Code (skip if the provider is already in the system)

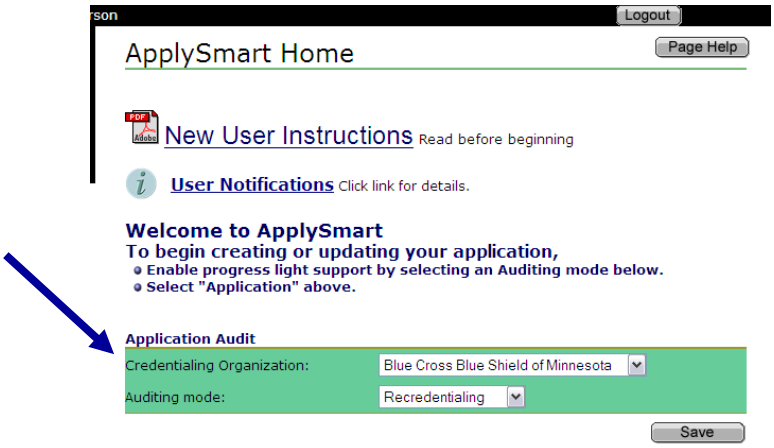
1. Click on *Account* and select *Update Authorization Code*
2. Enter the provider's ApplySmart username as the *New Authorization Code*.



3. Click on the *Save* button and then the *Home* button.

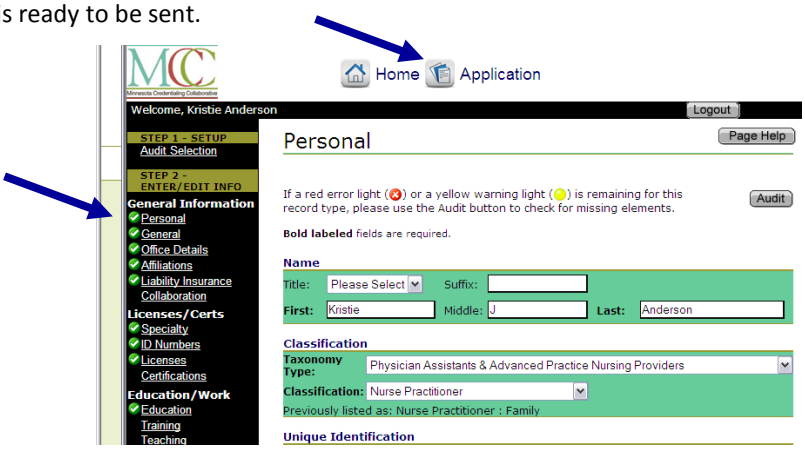
E. Application Audit

1. *Application Audit*: Choose the payer you wish to credential/recredential
2. *Auditing Mode:* Choose the correct type



3. Click on the *Save* button.

5. Click on *Application* button.
6. You will now see a green checkmark next to all required items that were completed correctly and red "X" next to items that need editing in order for the credentialing application to be accepted by the payer. In this example, the application is ready to be sent.



7. If the provider needs to complete and sign additional documentation, send the this email to the provider with his/her username info.

VI. Sending Application

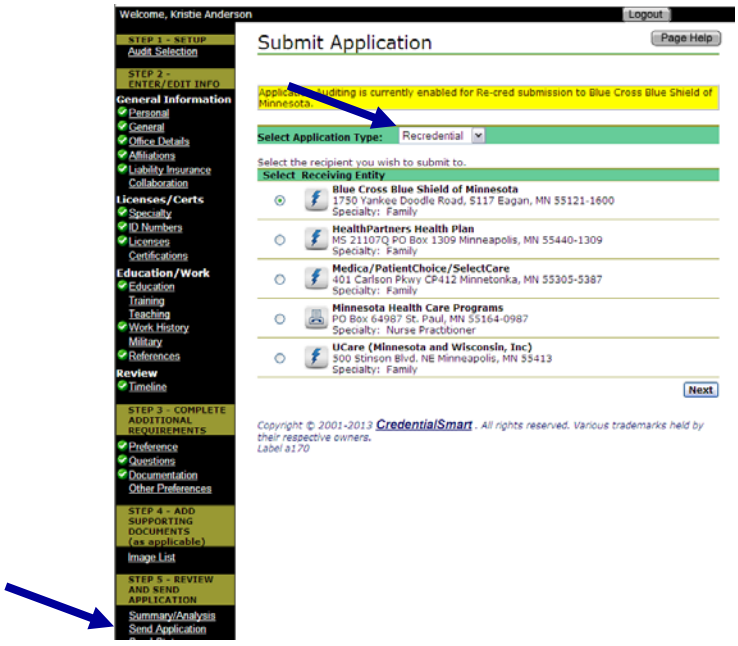
Once all required information and documentation have been completed, the application is ready to send.

A. Login to ApplySmart as the provider.

B. Run the Application Audit one last time to ensure everything is ready.

C. Click on Send Application.

1. Select the correct Application Type.



2. Select the payer.
3. Click on the *Next* button.

D. Select all documents to send with the application and click on the *Continue* button.

E. **Click on the Confirm button.**

F. **Save the completed application packet to the provider's folder at ..\..\..\..\Credentialing.**

G. **Send the packet to the provider for his/her records.**