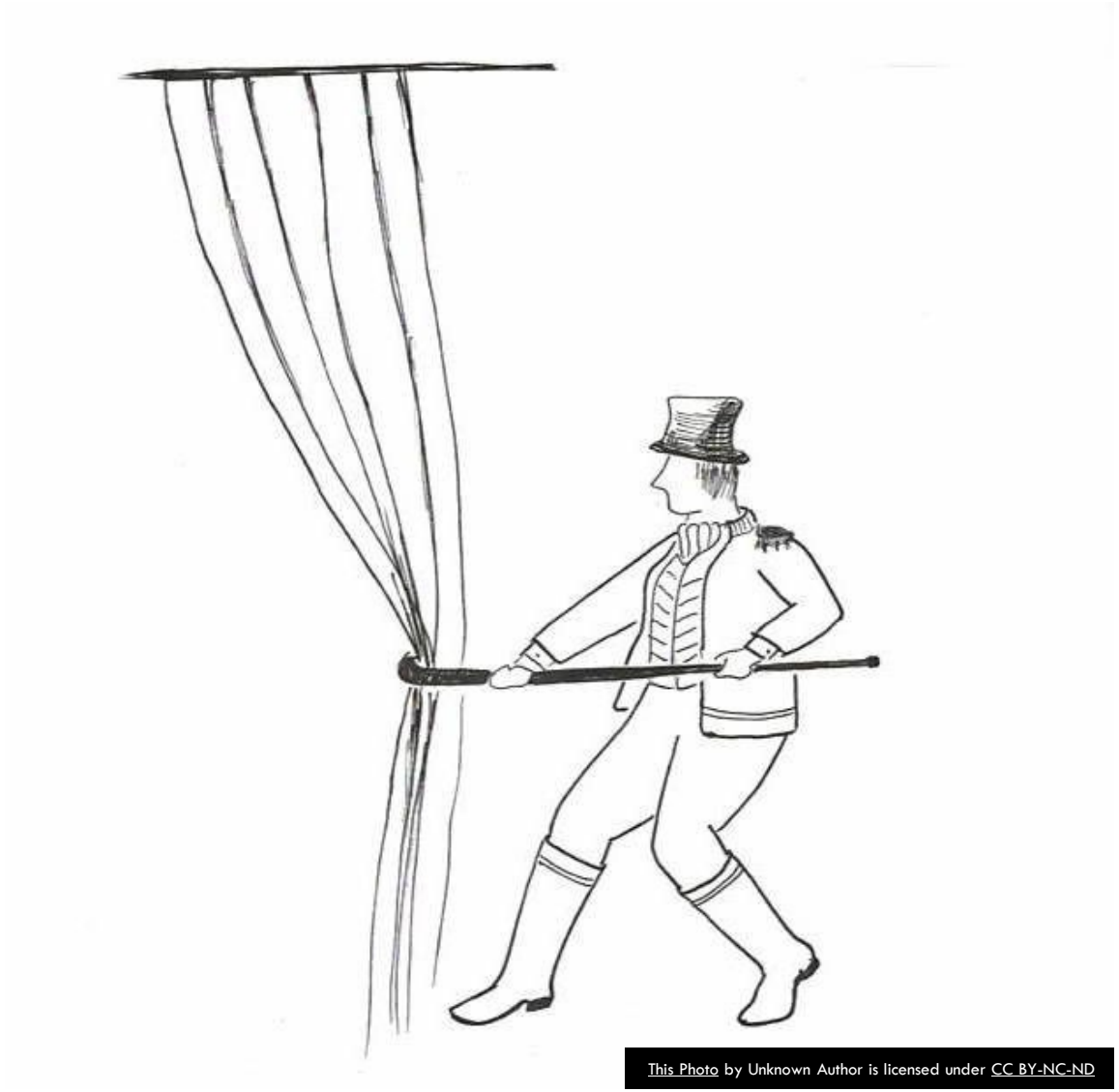
PROVIDER ENROLLMENT: WHAT'S BEHIND THE CURTAIN

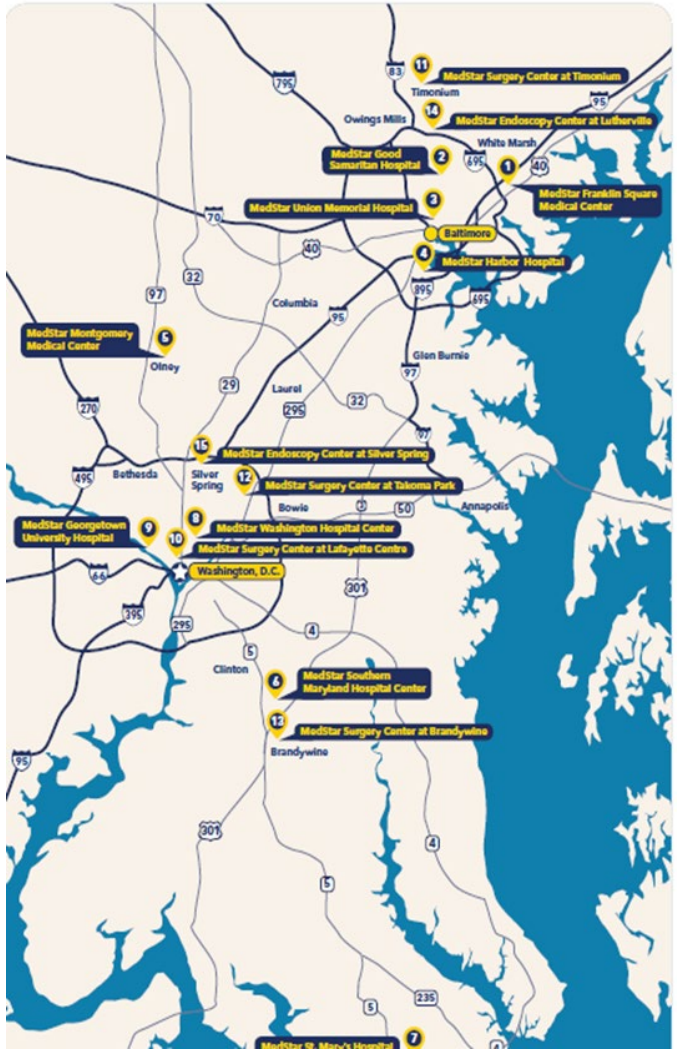
Teresa Pequeño, Director of Payor Enrollment



ABOUT ME

- 26 years in healthcare industry
- 18+ years in Credentialing and Provider Enrollment
- Currently the Director of Payor Enrollment for MedStar Health
- Dog Mom
- Boy Mom
- Huge bookworm

MedStar Health



Maryland Hospitals

1. MedStar Franklin Square Medical Center
2. MedStar Good Samaritan Hospital
3. MedStar Union Memorial Hospital
4. MedStar Harbor Hospital
5. MedStar Montgomery Medical Center
6. MedStar Southern Maryland Hospital Center
7. MedStar St. Mary's Hospital

Washington, D.C. Hospitals

8. MedStar Washington Hospital Center
9. MedStar Georgetown University Hospital

Ambulatory Surgery Centers

10. MedStar Surgery Center at Lafayette Centre
11. MedStar Surgery Center at Timonium
12. MedStar Surgery Center at Takoma Park
13. MedStar Surgery Center at Brandywine

Endoscopy Centers

14. MedStar Endoscopy Center at Lutherville
15. MedStar Endoscopy Center at Silver Spring

Coming soon:

- MedStar Surgery Center at Annapolis
- MedStar Surgery Center at Bethesda

MedStar Medical Group...by the numbers.

A clinical and operational cornerstone of the MedStar Health Distributed Care Delivery Network

Employed providers

4,380 employed providers*

2,683 employed physicians

1,697 advanced practice providers

2.75 million patient visits** annually

14.5 million wRVUs***

More than **1,150** residents and fellows

103 residency and fellowship programs

Supported by **1,500** MedStar Health provider teaching faculty

More than **880** providers holding faculty appointments at Georgetown University

40 system and regional service lines

More than **700** access points of care, covering more than **225** zip codes in **17** counties

Hospital-based · Telehealth · Ambulatory · Home Care

One of the **largest medical groups in the country**

More than **1,400** providers **covering acute care** across 10 system hospitals

More than **400** physicians **engaged in research**

More than **1,000 research papers** published per year

*Source: PeopleSoft and ECHO as of September 2024; does not include residents and fellows
**Source: IDX – FY 2024
***Source: FY 2024 UHC RVUs
Version September 2024

MedStar Health

KEY POINTS

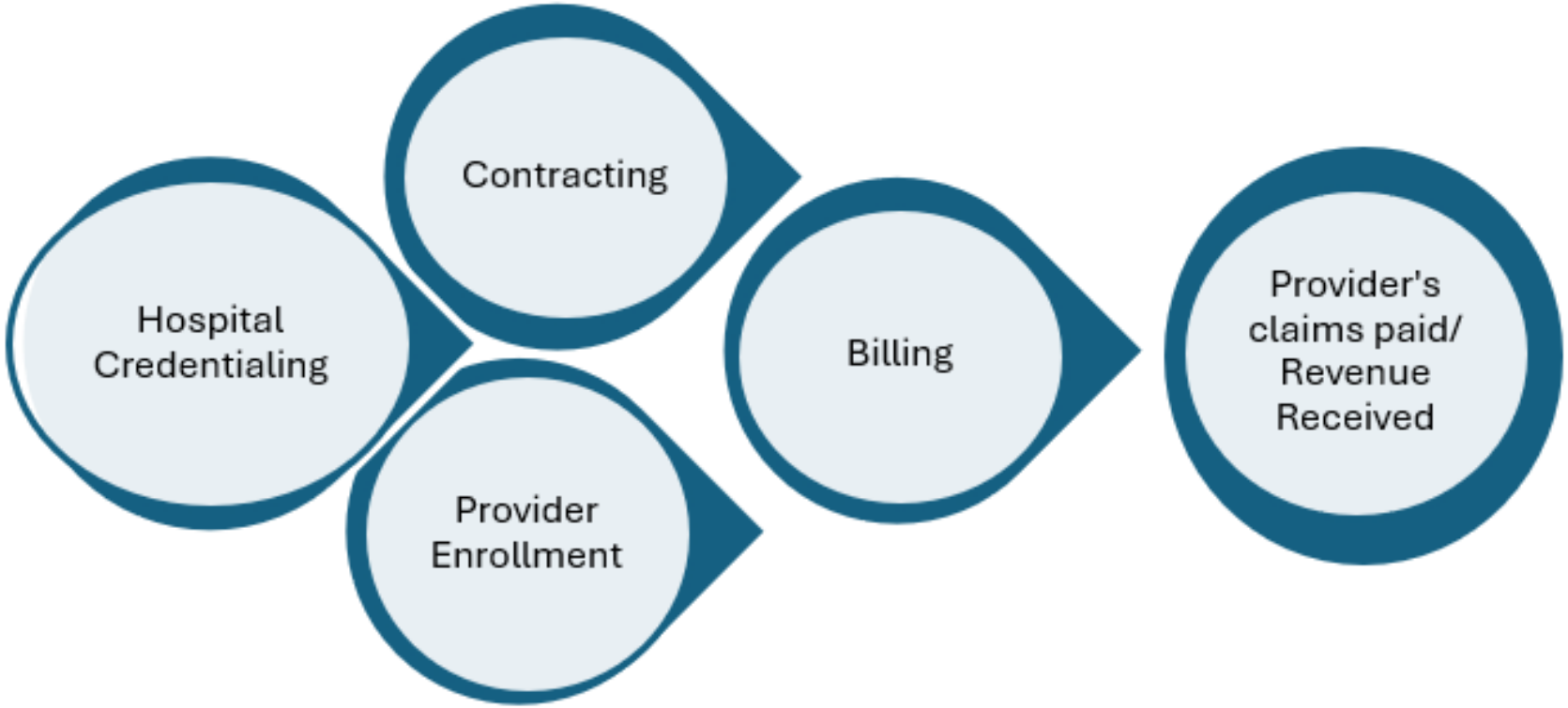
- The Similarities between Credentialing & Enrollment
- The Differences between Credentialing & Enrollment
- Types of Credentialing
- Types of Enrollment

NEIGHBORHOOD HEALTH

Your hospital has an opening in their physician practice.

DR. SALUD HAS BEEN RECRUITED!

What are our next steps?


Hospital Credentialing
Contracting
Provider Enrollment
Billing
Provider's claims paid/ Revenue Received

NAMSS DEFINES:

Credentialing	Provider Enrollment
Credentialing is the process of obtaining, verifying, and assessing the qualifications of a practitioner to provide patient-care services in a healthcare setting and credentials verification organizations.	Provider Enrollment is defined as the process through which healthcare providers apply to participate in insurance networks, government programs like Medicare and Medicaid, and private payers. It is recognized as a core function of the profession and essential for the role of gatekeepers of patient safety.

LET'S LOOK AT THE SIMILARITIES

CREDENTIALING

- REQUIRES THE PROVIDER'S PROFESSIONAL LIFE STORY
- DATA ACCURACY IS A MUST
- CANNOT GET PAID WITHOUT IT
- EVERYONE WONDERS WHY IT TAKES SO LONG

ENROLLMENT

- REQUIRES THE PROVIDER'S PROFESSIONAL LIFE STORY
- DATA ACCURACY IS A MUST
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LET'S LOOK AT THE DIFFERENCES

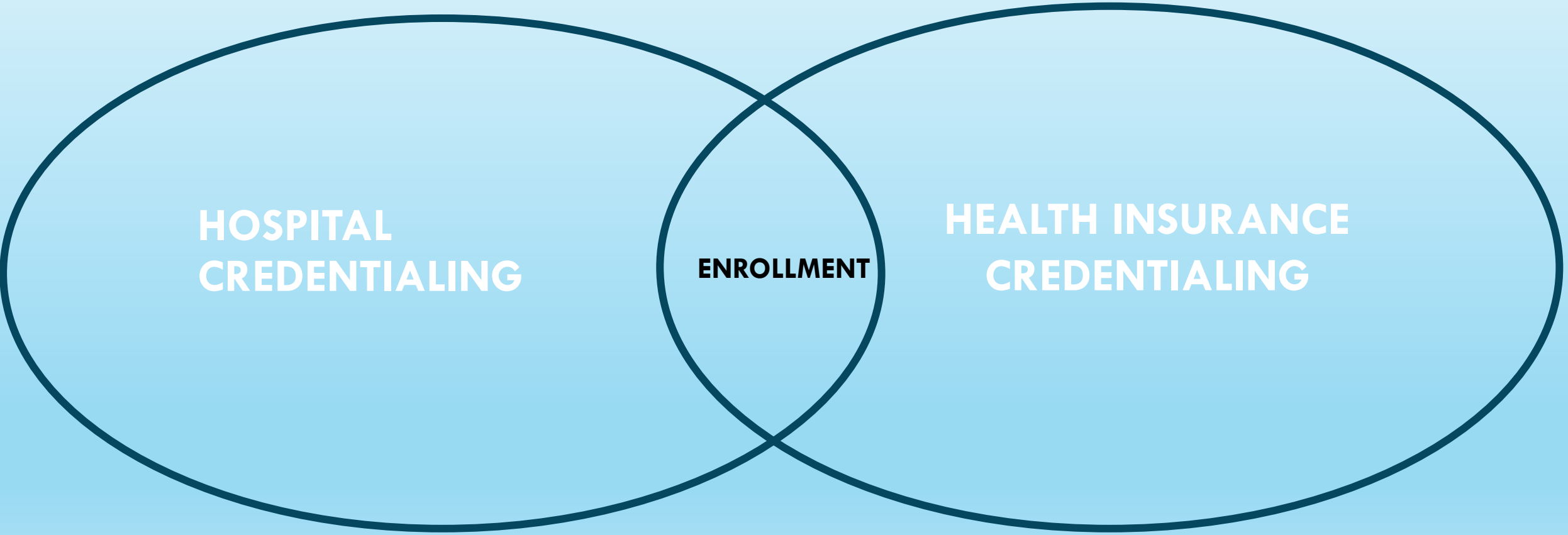
CREDENTIALING

- PRIMARY SOURCE VERIFICATION
- CRED ANALYST RECIEVES ONE APPLICATION PER PROVIDER
- CRED ANALYST PROCESSES APPLICATION PER THEIR ENTITIES BYLAWS OR CRED POLICIES
- CRED ANALYST DECIDES IF PROVIDER'S APPLICATION IS COMPLETE
- CRED TYPE DEPENDENT: EXACT PRACTICE LOCATION AND BILLING INFORMATION NOT NEEDED

ENROLLMENT

- NO PRIMARY SOURCE VERIFICATION
- PE REP MUST SUBMIT SEVERAL APPLICATIONS PER PROVIDER
- PE REP MUST BE FAMILIAR WITH CRED POLICIES FOR EACH HEALTH INSURANCE APPLICATION
- PE REP AT THE MERCY OF CRED ANALYST FOR EACH APPLICATION SUBMITTED
- EXACT PRACTICE LOCATION AND BILLING INFORMATION IS VERY IMPORTANT

IT'S ALL ABOUT PERSPECTIVE



WAIT…WHAT DOCUMENTS/DATA DOES DR. SALUD'S OFFICE NEED?

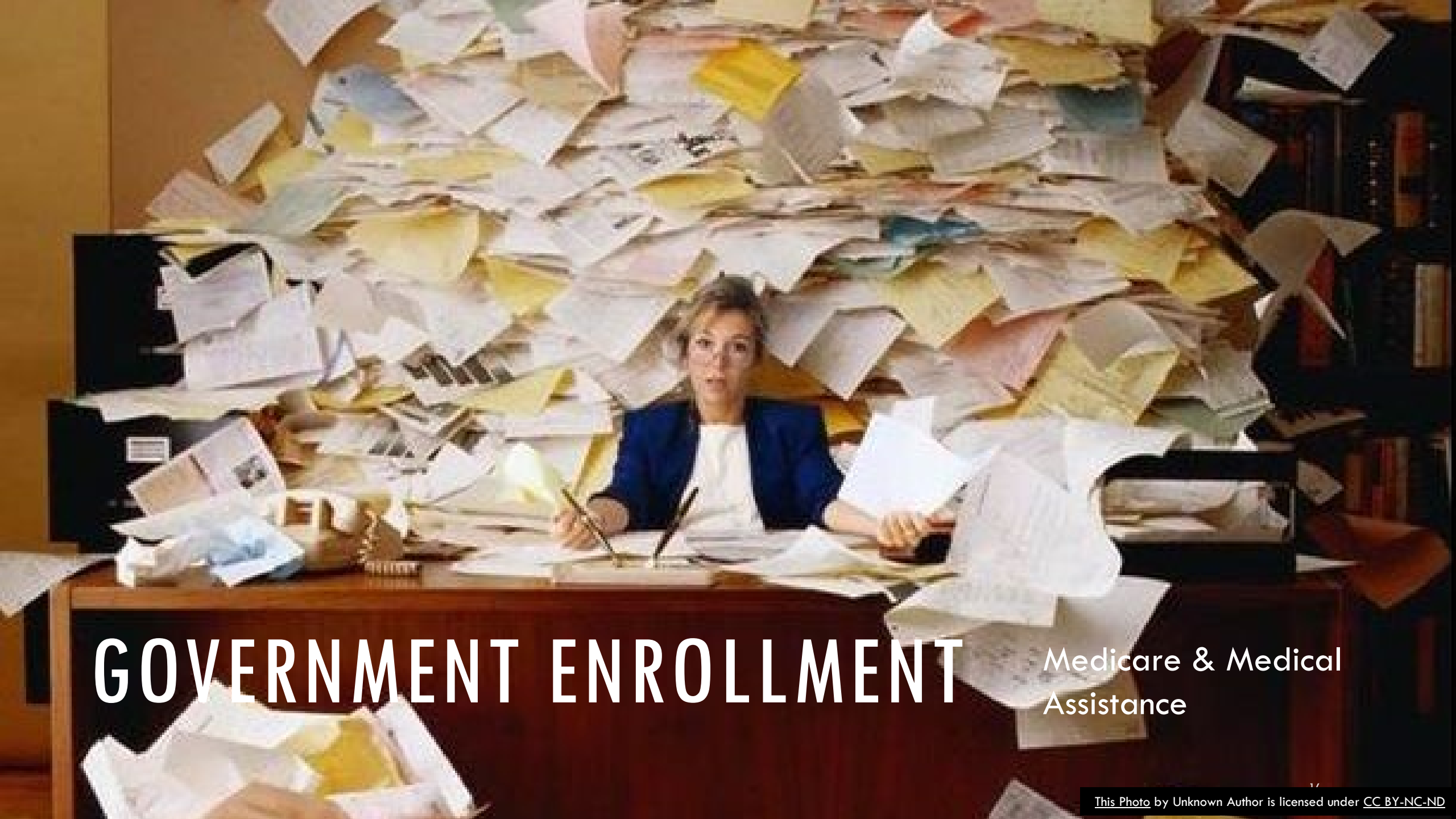
The search is on for credentialing and enrollment information.

WHAT IS NEEDED FOR DR. SALUD TO SEE PATIENTS AND RECEIVE PAYMENT FOR SEEING THOSE PATIENTS?

	Application
Hospital Privileges	**Maryland Hospital Credentialing Application (plus any applicable hospital specific forms)**
Health Insurance Enrollment	**CAQH Credentialing Application (may also have health plan specific forms) OR Delegated Roster**
Medicare Enrollment	**PECOS (Online enrollment) CMS-855I for Physicians and Non-Physician Practitioners, CMS 855B for Clinics and Group Practices**
Maryland Medical Assistance (Medicaid) Enrollment	**ePREP (Online Enrollment)**

WHAT INFORMATION IS NEEDED FOR THE ENROLLMENTS?

	Hospital	Managed Care Health Plans	Medicare	Medical Assistance
Provider Demographics	X	X	X	X
Type I NPI	X	X	X	X
Education & Training	X	X (verified if provider not Board Certified	X	
Specialty & Board Certification Status	X	X	X (NPs and PAs Only)	
Professional Association Membership Information				
State Medical License	X	X	X	X
DEA	X	X		
CDS	X	X		
Curriculum Vitae	Collected / Not Required			
Practice Locations	Verified / Not Required	X	X	X
Billing/Remittance Data		X	X	X
Hospital Affiliations	X	X		
Professional Liability Insurance (Past and Present)	Verified / Not Required	X (need current COI)		
Sanction History	x	X		
Malpractice Claim History	Verified / Not Required	X	X	X (attestation question)
Criminal/Civil History	X	X		X (attestation question)
Ability to Perform Job		X		
Work History	Verified / Not Required	X (past five years)		
Professional References	X			



GOVERNMENT ENROLLMENT

Medicare & Medical Assistance

MEDICARE/CMS ENROLLMENT: PECOS
HTTPS://PECOS.CMS.HHS.GOV/

Initial Enrollment for a Provider Organization

Online Tutorial:
https://www.youtube.com/embed/lEkcluk-fxA?rel=0&autoplay=0

Change of Information for a Provider Organization

Online Tutorial:
https://www.youtube.com/embed/U0fJnhQ0egk?rel=0&autoplay=0

MEDICARE/CMS ENROLLMENT: PECOS
HTTPS://PECOS.CMS.HHS.GOV/

Initial Enrollment for an Individual Provider

Online Tutorial:
https://www.youtube.com/embed/cGjGmqb3UZQ?rel=0&autoplay=0

Change of Information for an Individual Provider

Online Tutorial:
https://www.youtube.com/embed/eXu_skSiS1Y?rel=0&autoplay=0

MARYLAND MEDICAL ASSISTANCE (MEDICAID)

ePREP Portal

https://eprep.health.maryland.gov/sso/login.do

ePREP Instructions and Training

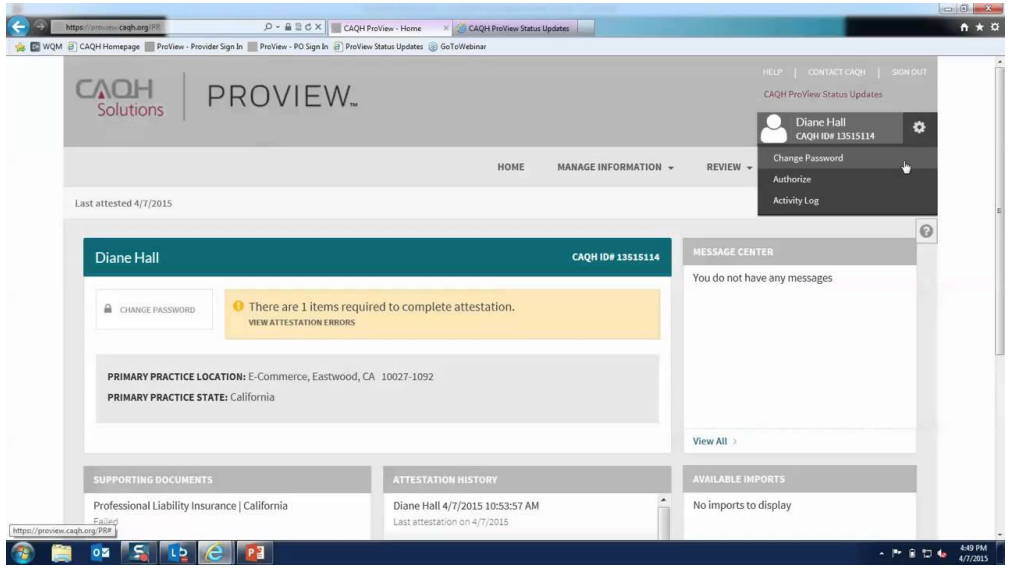
https://health.maryland.gov/mmcp/provider/Pages/eprepresources.aspx

HEALTH INSURANCE ENROLLMENT

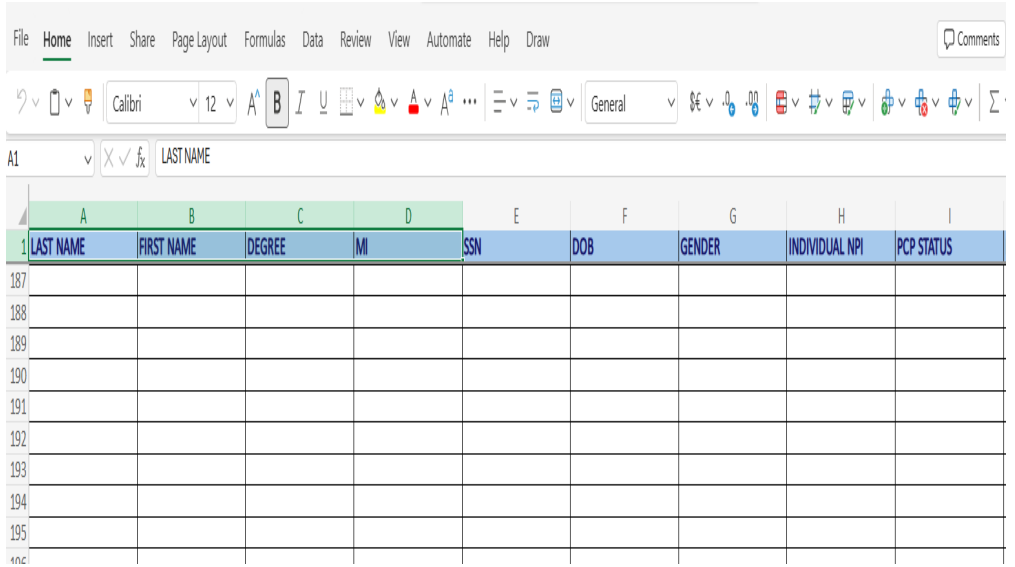
- Aetna
- CareFirst
- Cigna
- Johns Hopkins Healthcare
- MedStar Family Choice
- United Healthcare
- Wellpoint MD

PROVIDER ENROLLMENT METHOD

Individual Provider Application



Delegated Roster



DELEGATED CREDENTIALING

Defined as when a health care entity grants another health care entity the authority to credential its providers.

Example: CareFirst grants MedStar Health the authority to credential its provider.

- Often used by large health systems
- Can improve enrollment TAT
- Can decrease paperwork
- Can reduce lost or delayed revenue

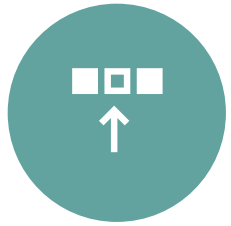
DELEGATED CREDENTIALING REQUIREMENTS

PRE-DELEGATION ASSESSMENT

DELEGATION AGREEMENT

OVERSIGHT ASSESSMENT ACTIVITIES

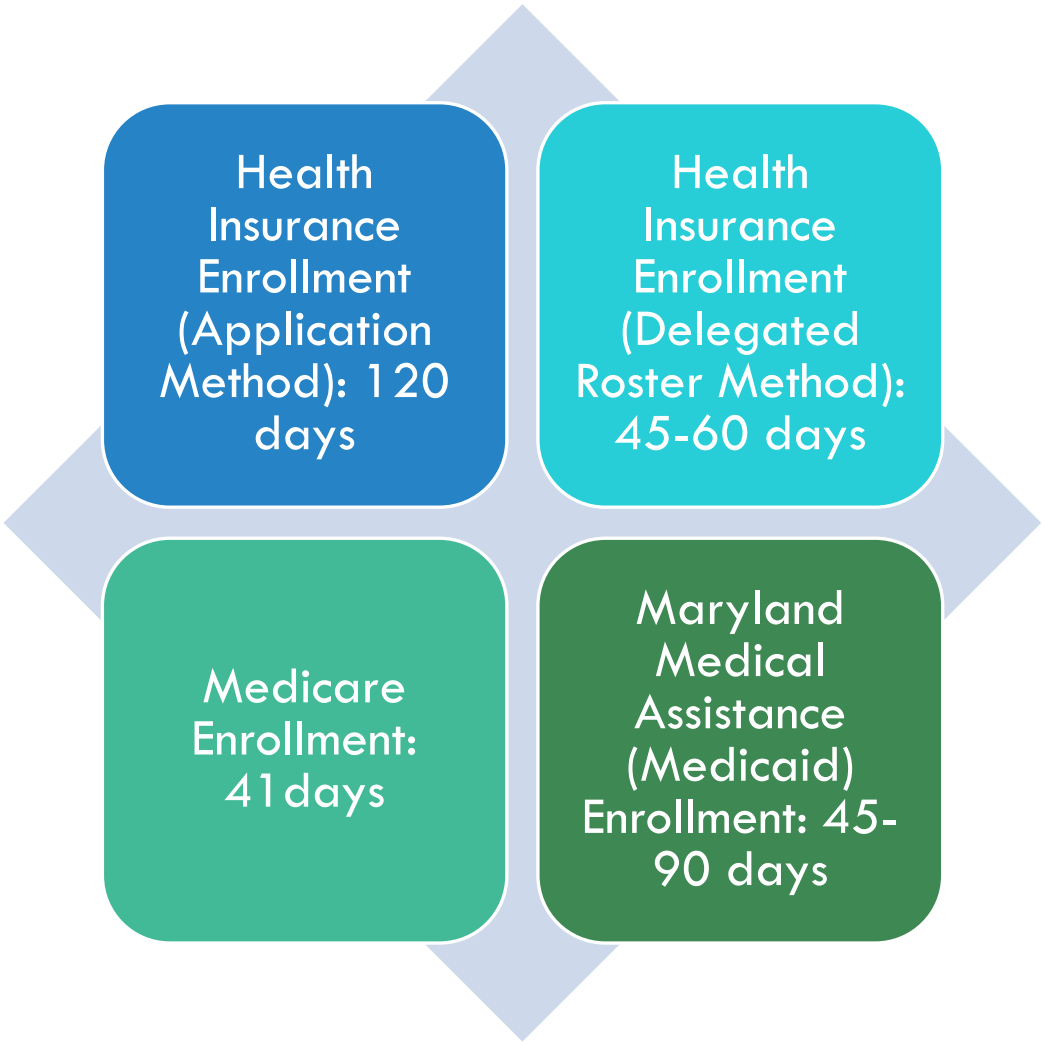
REGULATORY COMPLIANCE



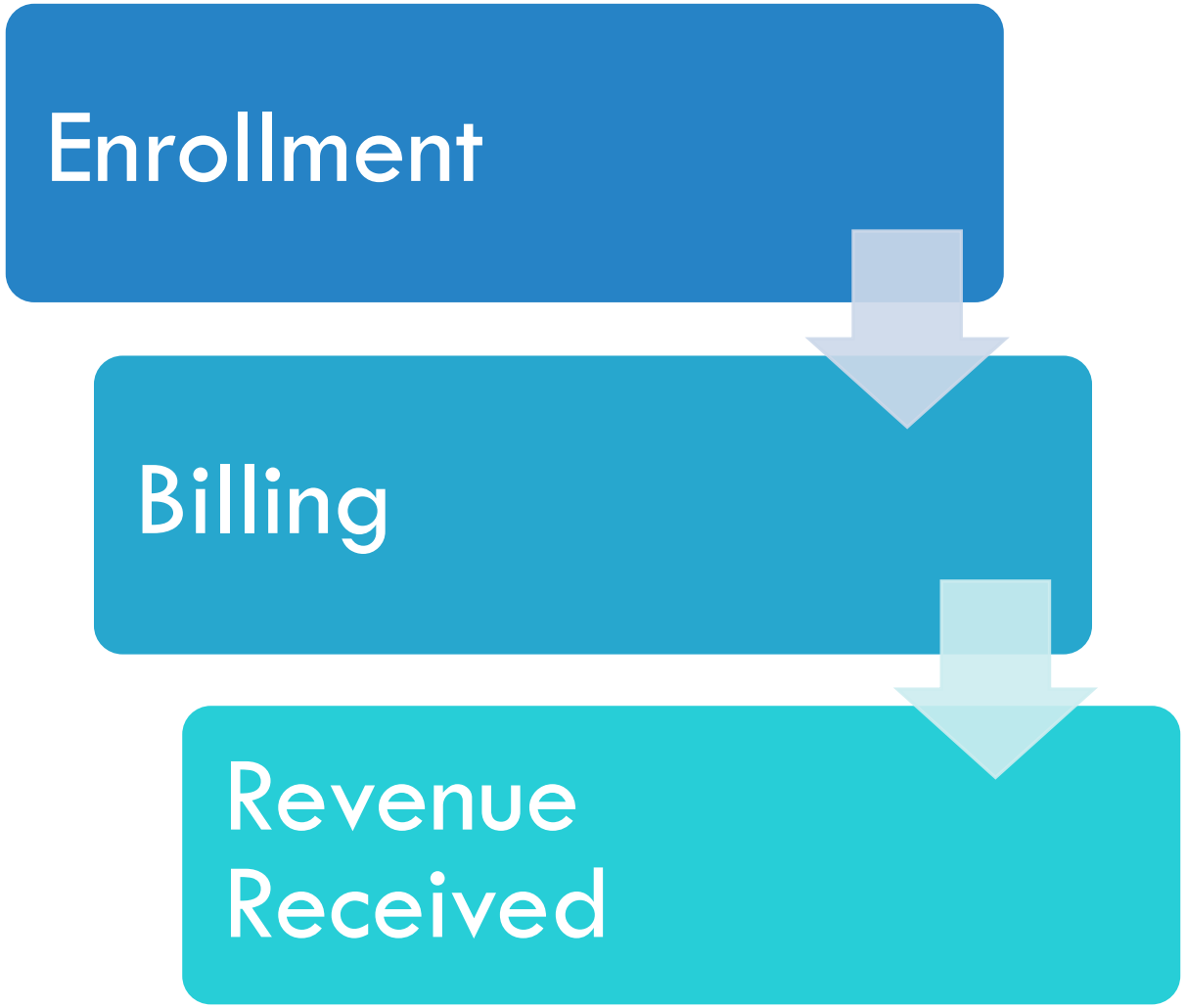
NCQA COMPLIANCE

DR. SALUD'S ENROLLMENT HAS BEEN SUBMITTED

Now what?



ENROLLMENT TIMEFRAMES (ESTIMATES/AVERAGES)



NEXT STEPS

NAMSS CERTIFIED PROVIDER ENROLLMENT SPECIALIST (CPES) CERTIFICATION

- CPES is the first provider enrollment certification on the market, and it gives MSPs and those already practicing provider enrollment an opportunity to demonstrate their skills and knowledge of this topic.
- At the time of application, a candidate must have been or currently be employed or contracted in the profession of provider enrollment for at least 12 consecutive months in the last 24 months and have a total of three years' experience within the past five years.
- The first CPES application window will open in July 2025.
- The first exam will be offered in the beginning in the Fall 2025 testing window.

ENROLLMENT ADVICE

- Organization is a must!
- Keep your provider data current
- Track your applications or rosters
- Set follow up timelines
- Document your follow-up
- Get to know your payer/health plan reps
- Make friends with billing
- Stay up to date with credentialing requirements

THANK YOU!

Questions?

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