



# ***ARNG Centralized Credentialing***

**October 2008**





# Overview

- **Provider Credentials File (PCF) management transferring from all 54 States and Territories to Military Credentialing Solutions (MCS)**
- **Strategic partnerships with leading credentialing organizations to gather and verify credentialing information**
- **Incremental transition from May 2008 to August 2010**





# Existing ARNG Credentialing Practices

- **Each State/Territory State Surgeon's Office responsible for all credentialing actions**
  - File maintenance
  - Prime source verification
  - Privileging requests
  - Local privileging
- **Military credentialing process separate and distinct from civilian credentialing activities**





# Rationale for Change

- **State/Territory Credentialing Coordinator challenges**
  - Competing priorities for time (often an additional duty)
  - Lack of resources (computer access, PSV costs, etc.)
  - Frequent turn-over in personnel
  - Inconsistent training
  - Provider frustration with process
- **54 Points of contact difficult to track for external agencies**
- **Delays in privileging when requests incomplete or not to standard**





# Background

- **ARNG contracted Tenon Consulting Solutions (TCS) to perform thorough assessment of current processes and make recommendations for improvement**
- **ARNG accepted recommendation to centralize credentialing and to leverage advancements in credentials management in the civilian community**
- **Military Credentialing Solutions (MCS), a subsidiary of TCS, established to manage process**





# Strategic Partnerships (1/2)

- **Military Credentialing Solutions**
  - Oversees entire ARNG credentialing process
  - Staffed by professionals with extensive military and civilian credentialing experience
  - Maintains close relationships with State Credentialing Coordinator, MTFs, and other appropriate agencies to ensure information is shared and available for privileging actions
  - Single point of contact for providers and others with credentialing-related questions/concerns





## Strategic Partnerships (2/2)

- **Council for Affordable Quality Healthcare (CAQH)**  
([www.caqh.org](http://www.caqh.org))
  - Universal Credentialing DataSource (UCD) provides standardized credentialing application
  - Accepted by multiple states and major insurance companies
  - Over 600,000 providers registered nationwide to include approximately 20% of ARNG providers, thus providing key link between civilian and military credentialing
- **Anthem Credentialing Services, Inc. (ACSI)**  
([www.anthem.com/credentialing](http://www.anthem.com/credentialing))
  - Credentials Verification Organization (CVO)
  - Part of the WellPoint family of companies
  - Maintains credentials for over 65,000 providers nationwide





# ARNG Centralized Credentialing Process (1/5)

- MCS confirms provider information, obtains copy of existing PCF, and directs provider to initiate centralization process
- Provider logs into CAQH (<https://upd.caqh.org/das/>) and completes electronic application
- Provider sends other required credentialing documents to MCS to meet standards of AR 40-68





## **ARNG Credentialing Process (2/5)**

- **MCS submits completed CAQH application and supporting documents to ACSI**
- **IAW AR 40-68, ACSI ensures all documents available, performs prime source verification, and obtains letters of reference**
- **ACSI provides completed credentials packet to MCS via scanned (.pdf) format**





# ARNG Credentialing Process (3/5)

- **MCS performs final review of credentials**
  - Ensures that file meets standards
  - Conducts thorough risk management assessment to check for and document adverse information or items of concern
  - Enters all information into CCQAS
  - Prepares for presentation at Credentials Certification Board





# ARNG Credentialing Process (4/5)

## Credentials Certification Board (CCB)

- Composed of members of the ARNG Medical Advisory Council (the 54 state and territory surgeons) with MEDCOM and NGB appointed members
- Reviews each provider every 2 years
- Determines if any obstacle to privileging exists
- Makes privileging recommendations (but does not grant privileges)





# ARNG Credentialing Process (5/5)

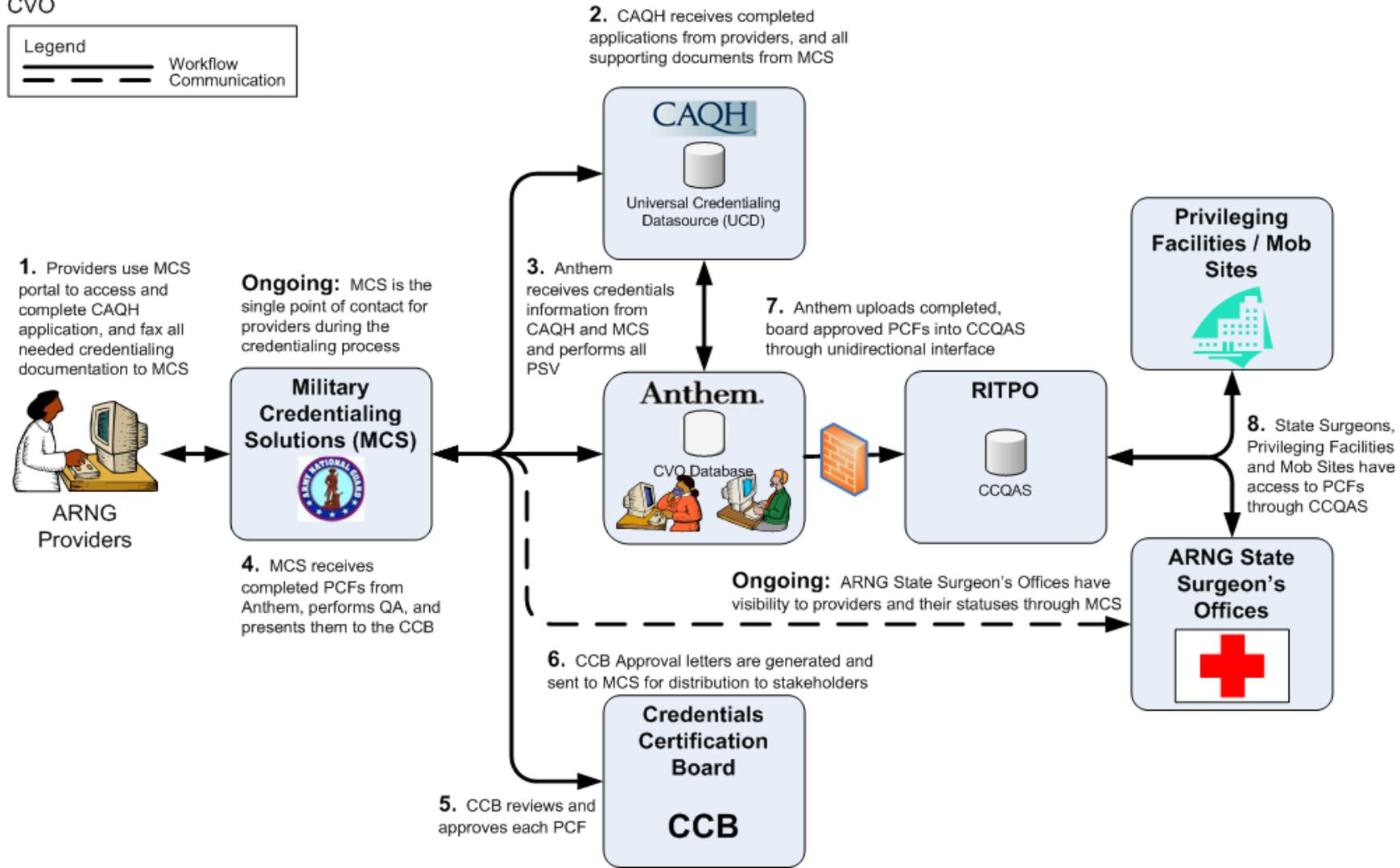
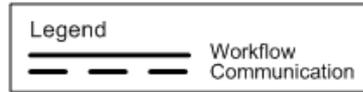
- **MCS finalizes credentials file**
  - **CCB decision letter added to file**
  - **Any additional information added to CCQAS**
  - **Electronic version of PCF uploaded to CCQAS**





# Credentialing Integration Model Using CAQH & Private Sector CVO

# System Design





# On-going Credentials Management

- **Provider re-attests to accuracy of credentials in CAQH every 120 days**
- **CAQH provides on-going sanctions monitoring of over 400 agencies that alerts MCS to any adverse action taken against an ARNG provider**
- **ACSI provides perpetual re-verification of credentials**
- **MCS ensures complete file review and presentation to CCB every 2 years**





# ARNG Privileging Process

- **Each State/Territory remains responsible for privileging providers for local duty and for sending ICTB to external privileging facilities**
- **Once provider has completed the centralized credentialing process, State/Territory utilizes credentialing information supplied by MCS in CCQAS to prepare and transmit ICTB**
- **Privileging facility can access the electronic PCF once record received in CCQAS**





# Transition Timeline

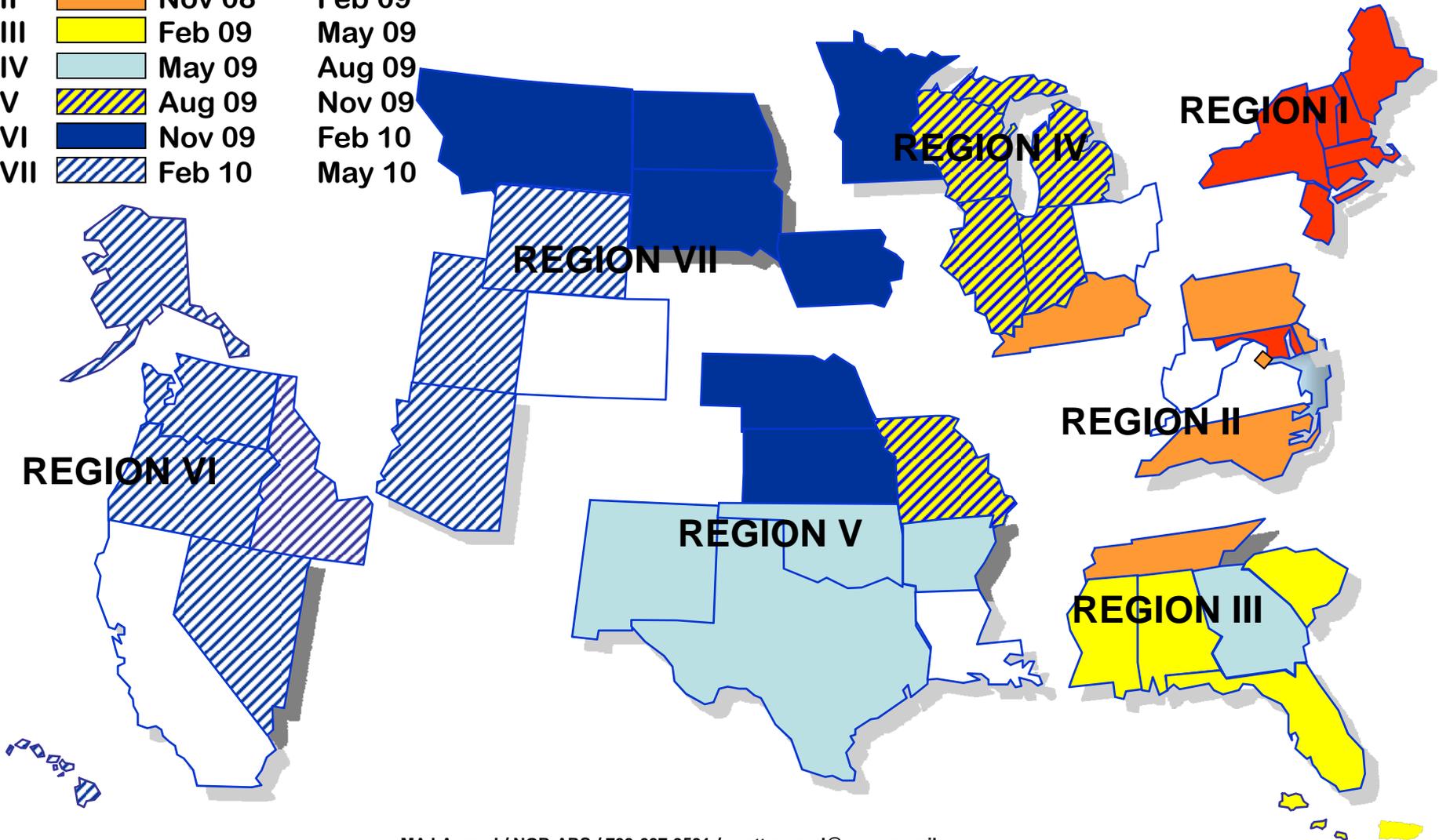
- **Select number of states/providers being transitioned every quarter over a two-year period**
- **First set of providers transitioned as of 22 August 2008**



# LEGEND

Phases:	Transition Date	CCB Date
Pilot	May 08	Aug 08
I	Aug 08	Nov 08
II	Nov 08	Feb 09
III	Feb 09	May 09
IV	May 09	Aug 09
V	Aug 09	Nov 09
VI	Nov 09	Feb 10
VII	Feb 10	May 10

## Projected ARNG Centralized Credentialing Implementation Plan (with MedAC Regions)





# Provider Exceptions

- **Providers who are currently deployed or mobilized away from their home will be delayed until the end of their assignment**
- **Providers pending ARNG separation will not be credentialed**
- **Providers who are in an AOC-producing program or who have not been granted their initial professional license will be delayed until they have graduated and gained their minimum credentials (license, certification)**





# Military Credentialing Solutions

- **Contact information**

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