



Chiropractic Associates, of Minnesota, LLC

CREDENTIALING POLICIES AND PROCEDURES

PRACTITIONERS CREDENTIALLED BY CAMN: Any doctor of chiropractic who holds a current, active, and valid license to practice in the state(s) in which he or she will treat patients enrolled in the plans with which CAMN contracts:

CREDENTIALING PROGRAM: CAMN's credentialing program is a process used to develop and maintain a network of doctors of chiropractic qualified to deliver appropriate, medically necessary and cost effective care to its members. The credentialing program involves the initial and re-credentialing, verification, and review of information necessary for selection and retention of doctors of chiropractic meeting CAMN's credentialing standards.

The objectives of CAMN's credentialing program include: Assessment of doctors of chiropractic for the organization in an objective and consistent manner. Selection and retention of doctors of chiropractic who are qualified to deliver appropriate, medically necessary and cost effective health care and who are dedicated to the principles of utilization management and quality of care.

CREDENTIALING COMMITTEE: This committee consists of not more than nine members of CAMN and the Executive Director. The committee reviews and approves credentialing policies and procedures; reviews and approves documentation submitted by applicants, as well as provides education on proper documentation requirements to applicants not meeting CAMN's documentation standards in order to bring them into compliance with those standards; and approves applications if there were negative findings during the verification process. The committee maintains minutes of their meeting which are held at least quarterly or more frequently, as necessary to fulfill its responsibilities.

The Executive Director provides guidance to CAMN staff on the overall direction of the credentialing program, and evaluates and reports to CAMN management on the effectiveness of the credentialing program. He is responsible for ensuring the Credentialing and Re-credentialing Policies and Procedures are performed by the Director of Provider Relations (DPR) and the Credentialing Committee. This is done by reviewing each credentialing application for completeness and to verify the Credentialing Coordinator has followed the policies and procedures as required. The Executive Director does not take part in the documentation approval process.

The Medical Director serves as Chairman of the Credentialing Committee and oversees the credentialing and re-credentialing process. He is responsible for approving applications if there were no negative findings during the verification process. He is responsible for overseeing education for applicants and members.

The DPR verifies and investigates the credentials for all doctors of chiropractic making application to CAMN for the purposes of determining the doctors of chiropractic compliance with the Criteria for Participation. Once an application is approved, the DPR forwards the applicant's information to the health plans the applicant has chosen to contract with. Newly credentialed members are added to the CAMN web site which contains the following statement: "The credentialing process ensures that listings and directories of member doctors include only providers whose credentialing data: including education, training, certification, and specialty, has been collected and verified by Chiropractic Associates of Minnesota, LLC".

CREDENTIALING CRITERIA:

1.0 A current, active, and valid license to practice in any state where he or she will treat patients enrolled in the plans with which CAMN contracts:

Verification: CAMN will obtain written confirmation directly from the Board of Chiropractic Examiners of the state(s) in which the applicant is licensed to practice.

2.0 Graduation from an accredited chiropractic college:

Verification: Documentation from an accredited chiropractic college whose graduates are recognized as candidates for licensure by the Board of Chiropractic Examiners at the time the license was issued. Graduation can be confirmed by the Board of Chiropractic Examiners as it conducts primary source verification of these criteria. A letter from the Board of Chiropractic Examiners of the states in which members of CAMN treat patients is on file in the CAMN office.

3.0 Board Certification, if the practitioner states on the application that he or she is board certified:

Verification: Verification of these criteria is not required. If the applicant states on the application that he or she is board certified CAMN will write a letter requesting confirmation. The application will not be delayed for lack of verification, but a negative response from the board with which the applicant claims to be certified can be reason for denial of application on the grounds of misrepresentation.

4.0 Work History:

Verification: The applicant is required to list his or her complete work history on the application, curriculum vitae or other documentation. Primary source verification is not required, though frequent changes in work places and significant times between practices may be cause for further questioning.

5.0 Current, adequate professional liability insurance according to the CA standards: The minimum requirement is \$1 million / \$3 million.

Verification: The practitioner is required to include, with the application, a copy of his or her current professional liability coverage from the malpractice carrier, including the type, dates and amount of coverage.

6.0 Sanctions, Complaints and Other Quality Issues:

Verification: CASD queries the National Practitioner Data Bank (NPDB) and Healthcare Integrity and Protection Data Bank (HIPDB) web site to obtain information regarding licensure and certification actions, exclusions from participation in Federal and State health care programs, health care-related criminal convictions, civil judgments, and other adjudicated actions or decisions.

7.0 Clinical Documentation:

Verification: The application must include copies of the applicant's actual office notes including an actual new patient exam and the daily office notes for two (2) dates of service for two (2) separate patients.

7.1 The documentation submitted will be forwarded to the Credentialing Committee for their approval.

7.1.1 If the documentation meets the CAMN guidelines the Director of Provider Relations (DPR) will begin the verification process. Applicants whose documentation has been accepted, but could benefit from a consultation, will be contacted by a member of the credentialing committee.

7.1.2 If the documentation does not meet the CAMN guidelines one of the Credentialing Committee members will contact the applicant to review the Documentation Guidelines within 30 business days of the committee decision.

7.1.2.1 The applicant will then be required to submit actual documentation that meets CAMN guidelines before the verification process can begin.

7.1.2.2 The applicant's documentation, including an actual new patient exam and the daily office notes for two (2) dates of service for two (2) separate patients, will be re-evaluated in six months. (Effective 6/01/07 the CAMN credentialing committee approved suspending the 6 month documentation review until CAMN obtains a contract that requires utilization review.)

7.1.3 If the applicant refuses or fails to present documentation that meets the CAMN guidelines and does not agree to comply with the CAMN guidelines, the applicant will be allowed to withdraw his/her application, which must be done within thirty (30) business days of their documentation consultation with a credentialing member. If CAMN does not receive a request for withdrawal, the applicant will be denied membership. CAMN will refund one half the application fees if an applicant withdraws or is denied membership.

7.1.4 If the applicant refuses or fails to present documentation that meets the CAMN guidelines but agrees to sign the documentation "Acknowledgement and Agreement of Applicant Doctor" the DPR will begin the verification process.

8.0 The applicant completes an Application for Membership. The application includes an Attestation Statement, which the practitioner must sign, regarding the following:

- 8.1 Lack of physical or mental impairment that would substantially impede the applicant's ability to carry out the scope of his or her duties;
- 8.2 Lack of impairment due to chemical dependency or substance abuse;
- 8.3 History of loss of license and or felony convictions; and
- 8.4 History of loss or limitation of privileges or disciplinary activity (as applicable).

9.0 The application includes an Application Agreement, which the practitioner must complete and sign, attesting to the correctness and completeness of the application.

10.0 Decision Making Process:

- 10.1 The DPR receives the completed application from the applicant.
- 10.2 The DPR reviews the application for completeness and accuracy, including negative responses on the attestation statement.
 - 10.2.1 Applicants are required to provide additional documentation for any negative responses on the Attestation Statement. If there are negative responses the Executive Director will review this information with the Credentialing Committee.
- 10.3 The DPR forwards the documentation and the application to the Credentialing Committee for their approval.
- 10.4 Once the documentation is approved, the DPR queries the National Practitioners Data Bank (NPDB) for any sanctions.
- 10.5 The DPR verifies the licensure with the appropriate State Board of Chiropractic Examiners.
- 10.6 Once the verifications are received, the DPR will provide the Executive Director with a copy of all of the information obtained during the credentialing process to verify the Credentialing Policies and Procedures have been followed.
- 10.7 If there are no negative findings during the verification process the DPR presents the application(s) to the Chairman of the Credentialing Committee for the final decision on acceptance of the applicant.
 - 10.7.1 If there are negative findings the DPR will send the application to the full Credentialing Committee for the final decision on acceptance of the applicant. A simple majority of the committee must approve the applicant.
- 10.8 All decisions by the Board must be made within 180 days from the date the Attestation Statement is signed.

11.0 Practitioner Right to Review:

On the Application Agreement, which is included in the Physician Credentialing packet, each applicant is notified that they have the right to review information obtained by CAMN for the purposes of credentialing. This includes information obtained from outside sources such as state licensing boards and the NPDB. The applicant is not allowed to review information obtained from references, recommendations or other information that is peer-review protected.

Applicants also have the right to be informed of the status of their applications upon request. The applicant may contact CAMN in person, by telephone or by email. Application status information may be discussed with the applicant, including but not limited to, missing information, requests for additional information, contract return, and credentialing time frames. Status information does not include information obtained from references, recommendations or information that is prohibited by law or peer review protected.

12.0 Right to Notification and Correction of Information:

On the Application Agreement, which is included in the Physician Credentialing packet, each applicant is notified that they have the right to correct in writing within 30 business days of receiving notification from CAMN via certified mail of any erroneous information submitted by an outside source or information that varies substantially from that submitted by the practitioner.

13.0 Non-Discrimination:

CAMN has a credentialing program that will not discriminate against any provider seeking qualification as a participating provider. Participation shall not be denied on the basis of sex, race, age, creed, national origin, or disability unrelated to the capability to fulfill the duties and responsibilities of the applicant's profession and CAMN's Participating Provider Agreement.

Credentialing committee members sign a confidentiality statement affirming that they do not discriminate when making credentialing decisions and that they will abstain in the investigation, deliberations, or votes regarding a partner, associate, relative, employee or a party in direct economic competition. If they believe their participation in the process represents a conflict of interest, they will notify the Executive Director that a conflict of interest may exist and excuse themselves from participation.

CAMN's credentialing plan is reviewed, updated and approved by the credentialing committee at least annually.

14.0 Confidentiality Policy:

CAMN shall comply with all state and federal laws and regulations regarding the confidentiality of individual medical records and provider information. Provider information obtained from any source during the credentialing process is considered strictly confidential and is used only for the purpose of determining the chiropractor's eligibility to participate and to carry out the duties and obligations of CAMN, except as otherwise provided by law. This information is shared only with those persons or organizations who have authority to receive such information, or who have a need to know in order to perform credentialing related functions.

Documents in custody of CAMN, which may contain confidential patient or provider information, shall be destroyed when such information is no longer necessary for credentialing functions, or when no longer required to be maintained by law.

Individual provider paper files containing credentialing information including history of sanctions and disciplinary actions are stored in locked cabinets. Access to electronic credentialing information is restricted to authorized personnel via sign-on security. All Credentialing Department employees and Credentialing Committee members sign confidentiality statements.

All information and data collected, developed, or considered by the Credentialing Committee is kept confidential and not disclosed except as required to be disclosed under applicable law.

15.0 Approval by Credentialing Committee:

The CAMN Credentialing Committee will notify applicants within 60 business days of their approval.

16.0 Denial, Appeal and Reconsideration:

16.1 Denial of Participation. New applicants whose participation is denied are notified by CAMN of the denial and the basis for the decision via certified mail within five working days of the decision. A description of the appeal procedures is included in the letter.

16.2 Appeal and Reconsideration. An applicant whose membership denial has been based on the Criteria for Participation is offered an opportunity to appeal. The applicant must make known to the Executive Director of CAMN, via certified mail within thirty (30) business days after notice of the denial, of his/her desire to appeal. The notice must be in writing and must specify the reasons why the applicant believes the Criteria for Participation continue to be met and may include any supplemental information. The Credentialing Committee may appoint a committee or an individual to consider the applicant's appeal and make a recommendation to the Credentialing Committee, and such committee or individual may in its discretion meet with the applicant or others with relevant information and require the applicant to submit additional information. Upon receipt of a recommendation from such committee or individuals, the Credentialing Committee makes its decision, and notifies the applicant in writing via certified mail within thirty business days of the decision. The decision is final and not subject to further review or appeal.

17.0 Reapplication after Denial:

An applicant whose membership has been denied may not reapply for participation until twelve (12) months after the decision denying membership has become final. After the twelve (12) month period, the provider may submit an application for participation, which shall be processed as an initial application. Such an applicant must furnish evidence to the Credentialing Committee, that the basis for the denial no longer exists, and/or satisfactory evidence, that would allow them to grant a waiver and approve the applicant's participation.

Updated: 10/30/07