

HOSPITAL ROSTER SUBMISSION PROCESS

FREQUENTLY ASKED QUESTIONS

January 2013

Background:

- The Community Credentialing Workgroup (CCW) is comprised of representatives from the Massachusetts hospital and health plan communities and is dedicated to improving the credentialing and provider enrollment processes.
- During a recent survey completed by representatives from hospitals and health plans, it was identified that the credentialing process would benefit from a standardized process for sharing hospital rosters among health plans, OptumInsight (for HCAS health plans), and hospitals.
- The CCW group is initiating a process to collect contact information from hospitals and health plans to create a statewide e-mail distribution list for purposes of sharing hospitals rosters.

Questions & Answers:

Q: Why should my organization consider this process?

A: Regular hospital roster submission will allow hospitals and health plans to verify hospital affiliations without having to individually outreach to the hospital for the verification.

Q. How would this process work?

A. Once contact information is collected from hospitals and health plans that would like to participate, a master e-mail distribution list will be distributed to participants. Every month, after a hospital's board vote, each participating hospital may send its hospital roster and cover letter to the contacts on the master distribution list.

Q. What are the benefits to my organization?

A. There are several advantages to participating in this initiative, and while we recognize that every organization is unique, many if not all of these benefits will directly enhance your facility's credentialing process:

- Decrease the time spent sending out, waiting for and collecting individual hospital affiliation verification letters.

- Decrease the time organizations spend responding to individual verification requests.
- Free up resources to focus on other parts of the credentialing process.
- Decrease health plan credentialing turnaround time resulting in positive financial impact for physicians and their organizations, as a missing hospital verification is one of the leading reasons for a delay in the health plan credentialing process.
- Creating a true community benefit. We have all been asked “How can we make credentialing more efficient?” This is an initiative you can use as a talking point with physicians and hospital administrators to highlight efforts to make the credentialing process more efficient.
- Working together as a healthcare community by strengthening relationships, forming new ones, and creating a stronger network among colleagues at hospitals and health plans.

Q. Who from my organization should participate?

A. Each organization should identify individual(s) who would benefit from receipt of the rosters and send their contact information to Mathieu Gaulin at Boston Children’s Hospital who is maintaining the distribution list (Mathieu.gaulin@childrens.harvard.edu). Organizations may consider creating a centralized email box for receipt of the hospital rosters.

Q. How many rosters should I expect to receive?

A. If all Massachusetts hospitals and health plans participate in the centralized distribution list, you may receive fifty or more rosters a month.

Q. How often would I distribute my organization’s roster?

A. Ideally, you would distribute the roster after each Board vote. For most organizations, this is monthly.

Q. Should I still participate if my organization has an online verification system?

A. Yes, you should consider participating so that you can receive other hospital rosters. Providing instructions to access your organization’s online verification system will also be helpful and can be included on the master distribution list.

Q. Would any other documents be required to be sent with the roster?

A. Yes, a hospital cover letter is required in addition to the roster submission. The date on the cover letter should be updated each month to ensure it is within the 180 day data freshness period.

Q. Does a hospital roster and cover letter satisfy Primary Source Verification requirements?

A. Yes, the hospital roster is considered a primary source document as long as the cover letter has the appropriate language.

Q. What if an organization I want to participate is not included?

A. All Massachusetts hospitals and health plans were sent information on the initiative. Some organizations may not participate at this time for various reasons. You may want to outreach directly to an organization that does not participate for more information.

Q. How do I add a name, remove a name or make changes to my organization's information contained in the Distribution List?

A. Changes to the distribution list can be sent to Mathieu Gaulin at Boston Children's Hospital at (Mathieu.gaulin@childrens.harvard.edu).