

**Administrative Simplification**  
**Operational Guidelines**

**Simplification Area:** Practitioner Credentialing

**Topic:** Confirmation of receipt of credentialing application

**Objective:** Health plans will let practitioners know that their credentialing applications have been received

**Synopsis:**

Health plans will notify practitioners that their initial credentialing application has been received.

**Background:**

After submitting their credentialing applications to health plans, practitioners would like confirmation that the application was received. Notification of receipt by the health plan will eliminate the need for practitioners to make phone calls to verify receipt.

Participating health plans have agreed to confirm receipt of credentialing applications.

Health plans will continue to notify practitioners when their information needs to be updated for recredentialing.

Some hospitals are also implementing notification procedures. Practitioners should contact the hospital directly to find out about their procedures.

**Operational Guidelines:**

Participating health plans will notify practitioners when they receive a credentialing application. This notification will be sent within ten (10) business days of receiving the application. In addition to acknowledging application receipt, the objective of the notification is to outline the following expectations:

- Allow a minimum of 90 days for application processing
- Upon review of the application, the health plan will notify the practitioner if additional information is required

- Following favorable peer review of the application, the practitioner will receive notification of the effective date. (See Effective Date for Claims Adjudication guideline which can be found at [www.wahealthcareforum.org](http://www.wahealthcareforum.org). From home page, select Admin Simp Policies & Guidelines and then Practitioner Credentialing.)
- Prior to the effective date, the health plan's patient(s) will not be eligible for maximum benefits for any services delivered by the practitioner being credentialed

The following table identifies the method(s) by which practitioners will receive notification from each health plan.

Health Plan	Notification Method
Community Health Plan of Washington	Postcard to address on credentialing application
First Choice Health Network	Mail to address on credentialing application
Molina Healthplan of Washington, Inc	Mail to address on credentialing application

Contact information will be taken from Primary Practice Location information contained in Section "III. Practice Information" on the Washington Practitioner Application (WPA).

- *Email* will be sent to the contents of the 'E-mail Address' field
- *Faxes* will be sent to the contents of the 'Fax Number' field (the one across from the 'E-mail Address' field)
- *Surface mail* will be sent to the contents of the 'Mailing Address' field
- *Phone calls* will be made to the contents of the 'Administration Telephone Number' field

Providers are encouraged to use these fields on the WPA for the contact person in the practice who should receive these notifications.