

## FAQ'S

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### WHAT TYPES OF PROVIDERS ARE ELIGIBLE FOR SECURECARE CREDENTIALING?

D.C. – Chiropractors P.T. – Physical Therapists O.T. – Occupational Therapists S.L.P – Speech Therapists

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### WHO ARE THE MEMBERS OF THE CREDENTIALING COMMITTEE?

Members of the SecureCare credentialing committee are licensed Doctors of Chiropractic and Physical Therapists. Peer practitioners may be used in an advisory role.

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### WHAT INFORMATION IS VERIFIED DURING THE CREDENTIALING PROCESS?

- Licensure
  - Professional liability coverage
  - Professional liability claim history
  - Board certification (if applicable)
  - Education
  - Work history
  - Medicare/Medicaid exclusions or sanctions (OIG), (EPLS)
  - Sanctions / Penalties imposed by licensing boards
  - National Practitioner Data Bank (NPDB) and Healthcare Integrity and Protection Data Bank (HIPDB)
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### WHAT STEPS ARE TAKEN DURING THE CREDENTIALING PROCESS?

- You may request an application packet either thru email ([credentialing@securecarecorp.com](mailto:credentialing@securecarecorp.com)) or by clicking on the link “Credentialing Now” on our website ([www.securecarecorp.com](http://www.securecarecorp.com))
- SecureCare utilizes the Universal Provider Datasource™ a CAQH Initiative— the industry standard for collecting provider data required by managed care organizations for credentialing.
- A credentialing specialist will email you a packet that contains both credentialing and supporting documents. The credentialing specialist will contact you regarding any discrepancies or missing information on the application.

- A SecureCare credentialing specialist will verify your credentials and prepare your file for committee review.
  - The SecureCare Credentialing Committee meets at a minimum of once per calendar month.
  - Upon completion of committee review you will be notified by email whether or not your application has been approved or denied. The committee's decision will be emailed to you within ten (10) business days of the decision.
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#### AS A PROVIDER WHAT ARE MY RIGHTS DURING THE CREDENTIALING PROCESS?

- Providers have the right to:
    1. Review information that SecureCare gathers during the processing of a provider application
    2. Correct any information that was submitted by another entity that the provider feels is incorrect
    3. To make an inquiry regarding the status of your application while the application is "in-process"
    4. Explain any discrepancy between the information submitted on the application and the information received by the credentialing specialist
  - SecureCare will not release any information that is submitted to the National Practitioner Data Bank (NPDB) or any information that is considered to be Peer-to-Peer protected.
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#### CAN I APPEAL THE CREDENTIALING COMMITTEE 'S DECISION?

- SecureCare credentialing specialist will notify you of the committee's decision and your rights to an appeal process will be included in the letter.
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#### WHAT HAPPENS IF A PATIENT COMPLAINS ABOUT A PROVIDER OFFICE?

- SecureCare will document, report and respond to complaint(s) regarding physical accessibility; accessibility of equipment for treatment for members with physical or mental disabilities; physical appearance; adequacy of the waiting room and/or exam room space; quality of care received; availability of appointments.