

**Commission to Study Mental & Behavioral Health  
Finance Sub-Committee**

Commercial Insurance Credentialing Meeting

August 8, 2019 2:30-3:30 PM

**AGENDA**

1. Welcome and Roll Call
2. Open Discussion Topics For Commercial Insurance Credentialing
  - a. Timeframe for Credentialing Facilities
    - i. Specific examples of the length of time it takes to credential a facility.  
How does this compare to other credentialing experiences?
      1. What is causing the lengthy process? Is the carrier asking for additional information because the facility is not accredited? Is the carrier non-responsive for long periods of time?
    - ii. Examples of carriers who have efficient credentialing processes. What are these carriers doing that others are not?
    - iii. Recommendations for addressing this issue.
  - b. Timeframe for Credentialing Individual Practitioners
    - i. Specific examples of the length of time it takes to credential a practitioner.  
How does this compare to other credentialing experiences?
      1. What is causing the lengthy process? Is the carrier non-responsive for long periods of time? Are documents in addition to the CAQH form required?
    - ii. Examples of carriers who have efficient credentialing processes. What are these carriers doing that others are not?
    - iii. Recommendations for addressing this issue.
  - c. Post-credentialing delays
    - i. Is there a significant delay between approval of credentialing and getting a signed contract? Why?
  - d. Requirement to credential with both the carrier and the managed behavioral health organization
    - i. Specific examples.
    - ii. Recommendations for addressing this issue.
  - e. Credentialing Denied
    - i. Specific examples of closed networks or certain provider types being barred from the provider panel.
  - f. Areas of the State where there are Behavioral Health Provider Shortages
    - i. Specific counties and specific types of providers that are in shortage
    - ii. Recommendations for addressing this issue.
  - g. Other Credentialing Issues