



## **Statement of Practitioner Rights**

### Credentialing and Recredentialing Application Information

By applying for membership in Capital District Physicians' Health Plan, Inc. (CDPHP®), I am hereby notified that I have the right to the following:

**1. To review information submitted to support the credentialing application.**

To review the information obtained from any outside primary source\* that is presented to the credentials committee in support of his/her credentialing/recredentialing application. (*Ex: malpractice insurance carriers; state licensing boards; hospitals; etc.*)

*\*Letters of reference and NPDB documentation are **not** subject to this disclosure*

**2. To correct erroneous information.**

To submit corrections to CDPHP's credentialing department, changes must be made on the CAQH application and re-attested to by the practitioner. The credentialing specialist must be notified of any changes within thirty (30) days of the date in which he/she first becomes aware of the problem. All such correspondence will be presented to the credentials committee.

**3. To be informed of information that varies from the information provided.**

CDPHP will notify the practitioner of any information obtained during the credentialing and/or recredentialing process that varies substantially from the information provided to CDPHP by the practitioner. The practitioner will have thirty (30) days from notification to clarify and/or correct these discrepancies. All such explanations will be reviewed by CDPHP's credentials committee.

**4. To inquire about the status of a credentialing or recredentialing application.**

Inquiries will be accepted via telephone and/or written request to CDPHP's credentialing department. Subsequent to issues addressed with the applicant as described in Sections 1-3, the credentialing specialist may advise the applicant of his/her application status. For example: anticipated schedule for review by the credentials committee; specific discussion regarding the completeness of documents required to finalize the review; and/or analysis in preparation for the credentials committee's review.

*Upon receipt of a written, signed & dated request, the credentialing department will release to the applicant information that is presented to the credentials committee in support of his/her credentialing/recredentialing application.*



## Physician Qualification Overview

1. The physician must hold a valid license as a Doctor of Medicine or a Doctor of Osteopathy in the State of New York, Vermont, Pennsylvania and/or Massachusetts. License must be in good standing, free of restrictions, and without probationary status.
2. The physician must have a current Federal Narcotic Prescription Number (DEA). Exemption from this requirement will be considered for physicians practicing as radiologists or pathologists, or on a case-by-case basis. However, any physician who intends to write any prescription for a CDPHP® member must have a DEA number.
3. The physician must attest in the application that they maintain current malpractice liability coverage in the amount of at least \$1/3 million.
4. The physician must provide a copy of a current resume or curriculum vitae at the time of initial credentialing.
5. Effective June 1, 2007, all physicians must be board certified in the specialty that is relevant to their scope of practice
  - Certification must be achieved within five years of completion of training. Certification must be by the American Board of Medical Specialties (ABMS), American Osteopathic Association (AOA), American Board of Pain Medicine (ABPM), American Board of Addiction Medicine, or equivalent Canadian Boards.
  - Maintaining board certification is expected of all physicians and will be evaluated at the time of each recredentialing cycle.
6. All CDPHP participating physicians must maintain medical staff privileges in a hospital having contractual arrangements with the Plan or provide documentation of admitting arrangements to a CDPHP participating hospital via a hospitalist service or CDPHP participating physician practicing within the same specialty. In addition, the physician must agree to inform CDPHP of any substantial change in clinical privileges at any time during their participation with the Plan. Exemption from medical staff membership requirements will be granted to physicians practicing as radiologists, dermatologists (including MOHS Surgery) or pathologists. The Credentials Committee reserves the right to request references for physicians who do not maintain medical staff privileges. If requested, CDPHP will require the following:
  - Two letters of reference from individuals who are engaged in similar professional endeavors and who are not in practice or partnership with the applicant. References from CDPHP participating physicians is preferred. References must come directly from the person providing the reference, not from the applicant. (Initial applicants only)
7. Practice site assessment: A practice site evaluation may be required, including medical record keeping practices and appointment access studies for potential PCPs and obstetrician/gynecologists (OB/GYNs) prior to review by the credentials committee. All identified sites are assessed.
8. The physician must complete a credentialing application that documents their background, experience, training, demonstrated competence, reputation, ability to work with others and adherence to the ethics of their profession, to help ensure that any patient treated by the physician will receive high-quality medical care.
9. The physician must agree to abide by all rules and regulations set forth in the bylaws, administrative manuals, and provider agreements, and to abide by the Principles of Medical Ethics of the American Medical Association or the American Osteopathic Association.
10. Applicants still in residency and/or fellowship programs are not eligible for plan participation. The credentials committee reserves the right to review and consider applicants for approval who are in fellowship training programs on a case-by case basis.
11. To comply with the Federal Clinical Laboratory Improvement Amendments (CLIA) of 1988, all laboratory-testing sites must have a CLIA certificate of waiver or CLIA certificate of registration to legally perform testing. The physician must provide CDPHP with a photocopy of their CLIA certificate, if applicable.
12. Cross coverage from a CDPHP participating provider in the same scope of practice and/or medical specialty.



## **Qualification Requirements for Adjunct Practitioners – fully credentialed**

The following criteria pertain to all adjunct practitioner types. Specialty specific criteria are also outlined below:

- must hold a valid license in the State of New York, Vermont, Massachusetts, or Pennsylvania.
- License must be in good standing, free of restrictions and without probationary status.
- complete a credentialing application that documents their background, experience, training, demonstrated competence, reputation, ability to work with others, and adherence to the ethics of their profession, to help ensure that any patient treated by them will receive high-quality care. CDPHP uses the Council for Affordable Quality Healthcare® (CAQH) secure application for all credentialing activity.
- maintain malpractice liability coverage in the amounts listed below under each specialty.
- maintain cross-coverage arrangements with another CDPHP participating practitioner.
- must submit a curriculum vitae/resume.
- CDPHP reserves the right to request letters of reference. If requested, the two letters of reference must be from individuals who are engaged in similar professional endeavors and who are not in practice or partnership with the applicant. References from CDPHP participating practitioners are preferred. References must come directly from the person providing the reference, not from the applicant.

### **Applied Behavior Analyst (ABA)**

- provide active certification from the National Behavior Analyst Certification Board. BCBA or BCBA-D (BCaBA is not acceptable).
- Effective 07/01/14, applicant must provide a valid license as a Licensed Behavioral Analyst.
- Prior to 07/01/14, applicant must provide a valid license as a social worker (LCSW), licensed master social worker (LMSW), licensed mental health counselor (LMHC), psychologist, psychiatrist, speech-language pathologist, occupational therapist, or physical therapist in the State of New York. Or provide certification by the State Education Board or the Commissioner of Health and Education in the field of Special Education.
- applicants must complete a minimum of 6 months or 1500 hours of supervised experience or training in the treatment of autism spectrum disorders.
- attest to the minimum Liability coverage of \$1 million per occurrence/\$1 million aggregate.

### **Acupuncturist**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$3 million.
- agree to abide by all rules and regulations set forth in bylaws, administrative manuals, and practitioner agreements.

### **Chiropractor**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$3 million.
- agree to abide by all rules and regulations set forth in bylaws, administrative manuals, and practitioner agreements.
- attest to obtaining at least 12 hours of continuing medical education (CME) in the last year.

### **Dentist**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$3 million.
- agree to abide by all rules and regulations set forth in bylaws, administrative manuals, and practitioner agreements, and to abide by the Principles of Medical Ethics of the American Dental Association.
- Oral Surgeons must have hospital privileges.
- must have a current Federal Narcotic Prescription Number (DEA) certificate.

### **Optometrist**

- must be licensed to utilize diagnostic pharmaceutical agents.
- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.



**Occupational Therapist**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.

**Physical Therapist**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.

**Podiatrist**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$3 million.
- if ABFAS Board certified, have privileges with at least one CDPHP participating hospital.

**Licensed Psychologist**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.
- obtained a doctoral degree in psychology (PhD, PsyD, and EdD).
- complete at least two years of supervised experience in health services.
- complete 30 hours of supervised practice in crisis treatment and/or brief therapy.

**Licensed Clinical Social Worker (LCSW) and Licensed Clinical Social Worker Psychotherapy “R” Privilege (LCSW-R)**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.
- be licensed and currently registered as a licensed clinical social worker (LCSW or LCSW-R).

**Mental Health Practitioner (Marriage & Family Therapist (MFT), Mental Health Counselor (MHC))**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.
- have a master’s or higher degree in marriage and family therapy.
- pass a State-approved exam.
- complete at least 1,500 client contact hours of clinical experience (MFT).
- complete at least 3,000 hours of post-master’s supervised experience (MHC).

**Speech Therapist**

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.
- attest to obtaining at least 16.5. hours of continuing medical education (CME) in the last year.



### **Qualification Requirements for Adjunct Practitioners – modified credentialing**

Provider types subject to the modified credentialing process: **Audiologist, Certified Diabetes Educator, Certified Orthoptist, IBCLC Certified Lactation Consultant (RN only), Nutritionist (non-physician).**

The following criteria pertain to all adjunct practitioner types. Specialty specific criteria are also outlined below:

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million.
- must hold a valid license in the State of New York, Vermont, Massachusetts, or Pennsylvania
- license must be in good standing, free of restrictions and without probationary status.
- complete a credentialing application that documents their background, experience, training, demonstrated competence, reputation, ability to work with others, and adherence to the ethics of their profession, to help ensure that any patient treated by them will receive high-quality care. CDPHP uses the Council for Affordable Quality Healthcare® (CAQH) secure application for all credentialing activity.
- maintain malpractice liability coverage.
- must provide a copy of current IBCLC board certificate (Lactation Consultants only).
- CDPHP reserves the right to request letters of reference. If requested, the two letters of reference must be from individuals who are engaged in similar professional endeavors and who are not in practice or partnership with the applicant. References from CDPHP participating practitioners are preferred .  
References must come directly from the person providing the reference, not from the applicant.



## Midlevel Qualification Overview

### LICENSE REQUIREMENTS:

#### A. **Certified Nurse-Midwife (CNM):**

- must meet the requirements for licensure as contained in Title 8, Article 140, section 6955 of NYS Education Law; or its equivalent for states other than NY;
- must hold a valid license as a registered professional nurse; (Article 139);
- must be certified by the respective licensing state Department of Education as having fulfilled the requirements for the practice of nurse-midwifery; and
- must be registered as a licensed certified nurse-midwife.

#### B. **Certified Midwife (CM):**

- must meet the requirements for licensure as contained in Title 8, Article 140, and section 6955 of NYS Education Law; or its equivalent for states other than NY;
- must be certified by the respective licensing state Department of Education as having fulfilled the requirements for the practice of nurse-midwifery.

#### C. **Nurse practitioner (NP):**

- must meet the requirements for licensure as contained in Title 8, Article 139, section 6902 of NYS Education Law; or its equivalent for states other than NY;
- must hold a valid license as a registered professional nurse (Article 139);
- must be certified by the respective licensing state Department of Education as having fulfilled the requirements for the practice of nurse practitioner; and
- must be registered as a licensed registered professional nurse.

#### D. **Physician Assistant (PA):**

- must meet the licensure requirements as contained in Title 8, Article 131-B, Section 6541 of the NYS Education Law and Part 60 of the Commissioner's Regulations, or its equivalent for states other than NY, and
- must hold a valid license as a registered physician assistant (Article 131).
- only a person registered as a physician assistant by the State Education department may use the title "registered physician assistant" or the letters "R.P.A." after his/her name.

### QUALIFICATION REQUIREMENTS

#### A. **Certified Nurse Midwife (CNM), Certified Midwife (CM), and Nurse Practitioner (NP):**

- Must have a current Federal Narcotic Prescription Number (DEA).
- Must attest in the CAQH application that he/she maintains current malpractice liability coverage in the amount of at least \$1/3 million.
- Must provide a copy of a current resume/curriculum vitae, at the time of initial credentialing, if any gaps of greater than 6 months appear in the CAQH application (explanation of gap is required).
- Must maintain certification, and submit a copy of the certificate issued by said organization, in accordance with one of the following:
  1. American Midwifery Certification Board (AMCB) *(formerly the ACNM Certification Council (ACC))*
  2. American Academy of Nurse Practitioners (AANP)
  3. Pediatric Nursing Certification Board (PNCB)
  4. American Nurses Credentialing Center (ANCC)
  5. National Certification Corporation (NCC) *(formerly NAACOG)*
  6. Oncology Nursing Certification Corporation (ONCC)
  7. American Association of Critical-Care Nurses (AACN)



- Must submit the name of a CDPHP participating physician within the same scope of practice and/or specialty, or hospital, who will collaborate with the NP with 3600 hours or less of clinical practice experience. Non-participating collaborative physicians will be reviewed on a case-by-case basis with the final decision made by the CDPHP Medical Director and/or the Credentials Committee. This arrangement will be reviewed at the time of the practitioner's regularly scheduled reappointment.
- Must provide evidence of compliance with continuing education requirements. Verification of this requirement may be requested during the initial credentialing process, as well as during the subsequent triennial recredentialing process.
- Must complete a CAQH credentialing application that documents his/her background, experience, training, demonstrated competence, reputation, ability to work with others, and adherence to the ethics of his/her profession, to help ensure that any patient treated by the practitioner will receive high-quality medical care. CDPHP will access the National Practitioner Data Bank for verification of required information.
- Must agree to abide by all rules and regulations set forth in Bylaws, administrative manuals and practitioner agreements.

#### **B. Physician Assistant:**

- Must have a current Federal Narcotic Prescription Number (DEA).
- Must attest in the CAQH application that he/she maintains current malpractice liability coverage in the amount of at least \$1/3 million.
- Must provide a copy of a current resume/curriculum vitae, at the time of initial credentialing, if any gaps of greater than 6 months appear in the CAQH application (explanation of gap is required).
- Must submit the name of a CDPHP participating physician, within the same scope of practice and/or specialty, who will supervise the PA. Non-participating supervising physicians will be reviewed on a case by case basis with the final decision made by the CDPHP Medical Director and/or the Credentials Committee. This arrangement will be reviewed at the time of the practitioner's regularly scheduled reappointment.
- Supervising physician must be practicing under the same TIN and/or at the same location as the PA.
- Must provide evidence of compliance with continuing education requirements. Verification of this requirement may be requested during the initial credentialing process, as well as during the subsequent triennial recredentialing process.
- Must complete a CAQH credentialing application that documents his/her background, experience, training, demonstrated competence, reputation, ability to work with others, and adherence to the ethics of his/her profession, in order to help ensure that any patient treated by the practitioner will receive high-quality medical care. CDPHP will access the National Practitioner Data Bank for verification of required information.
- Must agree to abide by all rules and regulations set forth in Bylaws, administrative manuals and practitioner agreements.

### **PRACTICE SITE REQUIREMENTS**

**Practice Site Assessment:** A practice site evaluation may be required, including medical record keeping practices and appointment access studies for potential CNM, CM, NP or PAs prior to review by the credentials committee. If requested, all identified sites will be assessed.

**Access and Availability:** The CNM, CM, NP & PA will be subject to established access and availability standards as prescribed for OB/GYNs and/or PCPs which includes: applicable appointment availability; and after-hours access to care (refer to policy 1315/10.000005, Access & Availability).





## Primary Care Physicians and OB/GYNS – Access Standards

### After Hours Access to Care

CDPHP performs after-hours telephone calls to ensure 24-hour coverage for a physicians' practice. The CDPHP Participating Physician Agreement specifies 24-hour coverage for a physician's practice, which the quality management (QM) committee has defined as the ability to respond to a member/patient call within one hour. To monitor compliance with this requirement, the CDPHP staff will place phone calls to all PCPs and OB/GYNs during the regularly scheduled triennial recredentialing cycle.

#### Response Requirements:

1. **Practitioners with a live voice answering service:** The answering service must be prepared to inform members that they cannot receive a return call from the practitioner, but that they should remain on the telephone while the service attempts to reach the physician or establish alternative arrangements.
2. **Practitioners who utilize an answering machine:** The recording must give clear instructions to the member on how to reach a live person or must inform them that a return call from a practitioner is expected within 1 hour. In the event the member is unable to receive a call from a practitioner, a return call within 1 hour must come from another source, and they should be offered the same options as stated in #1 above.

### Appointment Availability Standards

CDPHP performs appointment schedule studies to ensure reasonable member wait times for various health care scenarios. Telephone calls are placed to office practices during initial credentialing and subsequent recredentialing cycles. The standards are:

#### PCP/OBGYN Standards:

Type of Visit	Time to an Appointment
Urgent care	Within 24 hours
Non-urgent "sick" visit	Within 48 hours
Emergency care	Immediately
Routine primary care; preventative care appointments	Within 4 weeks
Initial prenatal within first trimester	Within 3 weeks
Initial prenatal within second and third trimester	Within 1 week
Initial family planning	Within 2 weeks
Initial newborn	Within 2 weeks of hospital discharge

#### Oncology Standards:

Type of Visit	Time to an Appointment
New patient appointments for non-urgent issues	Within 7 days
Established patient appointments for non-urgent issues	Within 5 days
New or established patient appointments for urgent care of urgent care follow-up	Same or next day