



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 my credentialing and/or recredentialing application. For example, malpractice insurance carriers, state licensing boards, and hospitals.

Letters of reference and National Practitioner Data Bank (NPDB) documentation is **not subject to this disclosure. (Note: Disclosure of NPDB documentation is a Federal violation.)*

2. To correct erroneous information.

To submit corrections to CDPHP's credentialing department, changes must be made on the CAQH application and reattested to by the provider. 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 he/she maintains 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 who completed training after December 31, 1999, 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), or equivalent Canadian Boards.
 - Maintenance of certification (MOC) is expected of all applicants, and will be evaluated at the time of each recertification cycle.
6. All CDPHP participating physicians must maintain medical staff privileges in a hospital having contractual arrangements with the Plan. In addition, the physician must agree to inform CDPHP of any substantial change in clinical privileges at any time during his/her participation with the Plan. Exemption from medical staff membership requirements will be granted to physicians practicing as radiologists or pathologists, or on a case-by-case basis.
7. If an exemption from medical staff privileges is granted, per #6 above, CDPHP will require the following:
 - **Documentation** of CME credits consistent with MSSNY requirements, 50 credit hours per year. Evidence of compliance is required through copies of certificates or satisfactory documentation, i.e., transcript format.
 - Documentation of board certification (per #5 above).
 - 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 are preferred. References must come directly from the person providing the reference, not from the applicant. (initial applicants only)
8. 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.
9. The physician must complete a 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 physician will receive high-quality medical care.
10. 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.
11. 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.
12. In order 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 his/her CLIA certificate, if applicable.
13. 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 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 him/her 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
- if supervising, provide a current roster of aides/paraprofessionals under direct supervision
- 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
- attest to being available to see CDPHP patients at least 20 hours per week

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
- attest to being available to see CDPHP patients at least 20 hours per week

Occupational Therapist

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million
- attest to being available to see CDPHP patients at least 20 hours per week

Physical Therapist

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million
- attest to being available to see CDPHP patients at least 20 hours per week

Podiatrist

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$3 million
- attest to being available to see CDPHP patients at least 20 hours per week
- 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
- attest to being available to see CDPHP patients at least 20 hours per week

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)
- attest to being available to see CDPHP patients at least 20 hours per week

Mental Health Practitioners (Licensed Marriage & Family Therapist (LMFT), Licensed Mental Health Counselor (LMHC)

- 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)
- attest to being available to see CDPHP patients at least 20 hours per week

Speech Therapist

- attest to maintaining current malpractice liability coverage in the amount of \$1 million/\$1 million
- attest to being available to see CDPHP patients at least 20 hours per week
- attest to obtaining at least 16.5. hours of continuing medical education (CME) in the last year



Qualification Requirements for Adjunct Practitioners – modified credentialing

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
- 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 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 him/her will receive high-quality care. CDPHP uses the Council for Affordable Quality Healthcare® (CAQH) secure application for all credentialing activity.
- maintain malpractice liability coverage
- 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.

Provider types subject to the modified credentialing process are:

Audiologist, Certified Diabetes Educator, Certified Orthoptist, Nutritionist (non-physician).



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:

Members who are not able to receive a return call from the practitioner must give clear instructions referring members to a live voice. This may be referring them to the health plan's toll-free member services department, the number for which can be found on the member's ID card.

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; preventive 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