

Credentialing Department Checklist

If you're a credentialing department or clinic manager working to credential a provider:

- Designate a credentialing coordinator to oversee and continually move the process forward.
- Submit all required background information and qualifications for the provider, and ensure that all details are correct in the first application.
- Ensure that the provider's information is current.
- Understand that credentialing a provider and establishing a provider contract with an insurance company are two different matters. Credentialing happens first, then the insurance company or managed care organization and healthcare provider agree on the contract.
- Start the credentialing process as soon as possible, long before the provider is expected to report for work at a facility or begins billing a specific insurance company for seeing patients.
- Make a healthcare provider's date contingent on his or her submission of all required credentialing information.
- Conduct your own background check of healthcare providers who plan to work with your healthcare facility.
- Investigate malpractice claims against a physician.
- Understand your state's regulations relating to credentialing.
- Use credentialing software or online platform to help you organize and track the process or every provider.