



Iowa Department of Human Services
 Process Improvement Working Group Work Plan
 Group 4 – Credentialing

ID	Issues	Start Date	Action Items	Category	Owner	Notes
86	IME does not enroll some specialty providers, while MCOs are requiring them to be credentialed.	4/23/2018	Determine what IME does with specialty providers. Providers asked if there is an opportunity to align.	Credentialing	IME	IME does not require enrollment of specialty providers.
			Determine what MCOs do with specialty providers. Providers asked if there is an opportunity to align.	Credentialing	MCOs	MCOs to present information on specialty provider credentialing.
87	Credentialing and contracting delays with MCOs. • Credentialing/Enrollment with multiple MCOs or pre-ambulatory health plans (PAHPs) is delaying providers ability to provide services to members. (90) • MCOs are slow or incorrect in loading providers rosters. (91) • IME enrollment delays for new providers delays MCO enrollment. (92)	4/23/2018	Provider sending example of delay in credentialing . Have been waiting since November for credentialing. Another example to be sent by a provider: ethics issue with one provider was resolved with no loss of privileges and still waiting to get person enrolled.	Credentialing	Providers	On April 26, provider submitted example of delay in credentialing since November 2017.
			Provider submitted examples of delay in credentialing.	Credentialing	IME	
			Provider states there are significant delays even if taking enrollment out of the formula. Delays or incorrect information. If delays in getting rosters loaded then there are longer delays. Understand numerator and denominator of the metric. Site visits can delay. Asking for a way to make the process accountable. If timeline not met, how do they make sure providers are paid for service? How can they potentially measure accountability of the MCO? Quality of info can be challenging also. Provider to send specifics.	Credentialing	Providers	Credentialing for non-delegated provider and delegated provider being enrolled by MCO - not seeing them credentialed in 45 days. MCO says at 100% on 45 day credentialing. Majority done within 30 days.
			MCOs asked to design a flow chart showing the credentialing process. Provider asked what process is there for assistance from MCOs, if an issue with credentialing on the side.	Credentialing	MCOs	MCOs to present information on specialty provider credentialing.
			Providers requested that MCOs look into credentialing education for Providers	Credentialing	MCOs	Provider survey to be distributed for input into fall annual training and ongoing trainings.



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			MCOs requested to provide a list of recurring training to Director Randol.	Credentialing	MCOs	MCO presented information on recurring trainings.
88	Standard uniformity needed in enrollment form and recredentialing procedures for providers. <ul style="list-style-type: none"> Improve MCO provider enrollment and credentialing processes. (93) 	4/23/2018	Providers requested that MCOs provide information on their process for credentialing to IME.	Credentialing	MCOs	MCOs presented information on process and information will be posted on website.
			Providers requested that IME find out where there are differences. IME will provide information to participants.	Credentialing	IME	IME presented information on process and information will be posted on website.
89	IME giving inconsistent information on provider enrollment status.	4/23/2018	Provider to send examples of providers enrolled with IME but not in MCO's system.	Credentialing	Providers	
			Provider to send example of being told not enrolled, so enrolled again and again. By the time of third enrollment, first enrollment had been accounted for.	Credentialing	Providers	Providers to send more specific examples to IME. An example and timeline needed for research, so IME/MCO can find out where breakdown occurred.
			Provider sent examples to IME.	Credentialing	Provider	
			IME to develop a template to share with the group.	Credentialing	IME	Template distributed.
			Provider requested IME to research examples and resolve issues	Credentialing	IME	