

**YALE-NEW HAVEN HOSPITAL
DEPARTMENT OF PHYSICIAN SERVICES
YALE NEW HAVEN COMMUNITY MEDICAL GROUP
NEW MEMBER CREDENTIALING POLICY & PROCEDURE**

Purpose:

To ensure that practitioners contracted with the Yale-New Haven Community Medical Group (YNH-CMG) fulfill requirements and performance standards for participation and that the composition of the membership at large enable the YNH-CMG to continue to deliver high quality health care, to operate in an efficient manner and remain competitive in the current healthcare marketplace. In addition, this policy will ensure that the entire membership of the YNH-CMG contributes to the clinical integration of the network to fulfill the YNH-CMG mission and that the YNH-CMG supports the teaching and community service missions of Yale-New Haven Hospital.

Scope:

All prospective practitioner (includes: M.D.s, D.O.s, D.M.D.s, D.D.S.s and D.P.M.s) members of the YNH-CMG must be credentialed according to the process outlined herein.

Policy:

All prospective members of the YNH-CMG must be members of the Yale New Haven Hospital “Active” Medical Staff (i.e. Attendings and Associates) and complete a Credentialing Application which includes general practice information and an attestation as to their clinical, teaching and community service/administrative activities, as well as to provide information about their clinical integration and level of network connectivity.

Applicants who are new to the Hospital Medical Staff are asked to state their *intentions* with respect to future involvement in activities stated above. Such individuals are automatically granted a one year provisional membership. “New,” as it pertains to membership on the Medical Staff, is defined as an appointment which is one year or less in duration at the time of application to the YNH-CMG.

All applicants must also complete a “Practice History Survey” attesting to, amongst other issues, their current situation with respect to malpractice and licensure.

Applicants are informed of the YNH-CMG’s policy with respect to credentialing.

All credentialing and re-credentialing functions are performed on behalf of the YNH-CMG by the YNH Department of Physician Services. The YNH-CMG does not permit external delegation or sub-delegation of its credentialing or re-credentialing responsibilities.

The process utilized by the YNH-CMG ensures that credentialing is conducted in a manner that is non-discriminatory. Membership determinations are not based upon the applicant’s age, race, gender, ethnicity, sexual orientation, types of patients served or types of procedures performed. YNH Department of Physician Services staff and members of the Yale-New Haven Community Medical Group Credentials Committee and Board of Directors sign nondiscriminatory agreements.

Applicants are entitled to request the status of their credentialing application. The Network Credentialing Coordinator responds to requests by applicants for the status of their credentialing applications by phone, fax, or email. At that time, the applicant is notified of any information that is outstanding or any additional documentation that is needed. If the applicant wishes to review the information in his/her file, he/she may do so as described in the “Applicant/Members Access to Files and Correction of Information Policy”.

The YNH-CMG assures the confidentiality of all of the information collected through the credentialing process by:

- maintaining files in a secure environment
- limiting access to files to staff of the YNH Department of Physician Services and members of the YNH-CMG Credentialing Committee and Board of Directors
- maintaining electronic information in a password protected system accessible only to staff of the YNH Department of Physician Services
- use of confidentiality agreements for members of the YNH-CMG Credentials Committee and Board of Directors and Department of Physician Services staff.

Procedure:

1. Prospective members are sent an application requesting the following information:

- Primary office address and phone
- All satellite office addresses and phone numbers
- Practice specialty and sub-specialty
- Primary care provider status
- Board certification status
- Tax identification number
- Group name
- Other members of the group (if applicable)
- Documentation of community service/teaching and administrative activities for Yale-New Haven Hospital or the YNH-CMG and information about their participation in clinical integration, teaching and network connectivity programs of the YNH-CMG relative to their practice specialty.
- Copies of Credentialing Documents (license, DEA, etc.)
- Attestation Forms
- Practice History Questions

2. **Document Review**

The following items are reviewed/verified in accordance with NCQA standards and ~~180~~ 120 day time limits as part of the credentialing process and conducted consistent with the “Credentialing/Re-Credentialing Criteria Detail” guidelines:

- a. Current Connecticut State License*
- b. Current DEA and State Narcotics Licenses (if applicable)*
- c. Medical School
- d. Internship and Residency
- e. Fellowship(s) (if applicable)
- f. Current malpractice insurance in the amounts of \$1,000,000 per occurrence and \$3,000,000 aggregate
- g. Review of malpractice activity and items identified via Practice History survey*
- h. Board certification
- i. National Practitioner Databank Query*
- j. Federation of State Medical Board Query*
- k. Office of Inspector General List of Excluded Individuals Cumulative Sanction Report

*See “Professional Liability History Guidelines” and “Credentialing/Re-Credentialing Detail” Policies and Procedures for more information.

Documents are retained in the Department of Physician Services files. Databank queries and primary source verifications are performed by the Department of Physician Services and serve as the credentialing documents for the YNH-CMG in addition to Yale-New Haven Hospital. The Network Credentialing

Coordinator reviews the file and make proper notation on the Credentialing Checklist verifying review of all documentation.

Any issues discovered during the routine credentialing processes will be reviewed in accordance with the “*Professional Liability History Guidelines*” Policy & Procedure and, discussed, as appropriate, with the YNH-CMG Credentialing Committee and Board of Directors.

3. Approval Process

Following completion of the credentialing process described above, applicants are identified as “clean” or requiring additional review. A “clean” applicant is defined as an applicant that meets all of the standard verification and CMG criteria as outlined above. All “clean” applicants will be reviewed by the Credentialing Committee and presented to the Board of Directors for informational purposes. The Board of Directors authorizes the Credentialing Committee to issue final approval to all “clean” initial applicants.

Any applicant that does not meet criteria will be reviewed by the Credentialing Committee and a recommendation will be submitted to the Board of Directors for final action. The Board may approve, disapprove or request additional information related to each potential member.

4. One Year Provisional Membership

All new applicants approved by the Credentialing Committee or Board of Directors, as applicable, will be granted a One Year Provisional Membership. Continuing membership will be reviewed in one year. New members will be expected to fulfill the Clinical, Contract and Clinical Integration, Network Connectivity and Teaching/Community Service/Administration requirements identified in the Re-Credentialing Policy and Procedure at the conclusion of their first year of membership.

5. Site Visits

All primary care, OB/GYN and behavioral health offices will be site visited by a member of the YNH-CMG Staff as part of the initial credentialing process. The site visit will be waived for applicants who are from groups practicing at sites that have already been visited and achieved a passing score.

- Applicants are informed, in writing, within sixty (60) days, of the Credentialing Committee or Board’s of Directors’ decision, as applicable, regarding their membership. Applicants are simultaneously notified that they will be re-credentialed in one year, and of the YNH-CMG’s expectations with respect to their involvement in Clinical, Contract and Clinical Integration, Network Connectivity and Teaching/Community Service/Administration activities during the coming year. Provisional members will be expected to demonstrate fulfillment of these criteria in order for their membership to be continued.

Policy B

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