**What is Credentialing?**

Credentialing is the process of reviewing, verifying and periodically re-verifying a practitioner’s

professional credentials in accordance with the health plan' credentialing criteria.

**What does the credentialing process include?**

**Application Review** – We confirm that you have completed all portions of the application and have submitted all required supporting documents.

**Credentials Verification** – We verify the information including, but not limited to the status of a practitioner’s license, malpractice insurance coverage, education and training using criteria designed to meet accreditation, regulatory and client-specified requirements.

**Generally, how long does the process take?**

Once all the required documents have been submitted, the credentialing process generally can be completed within 90 days. The law allows credentialing entities (health plans and health service administrators, such as Magellan) up to 180 days to respond to applicants, but typically credentialing entities respond turn these around much sooner.

**Generally, what documents are needed?\*\***

* Recent State Site Survey
* Certificate of Insurance (Malpractice and General Liability)
* Current Business License
* State License (DBHDS) and Federal DEA License (where applicable)
* Copy of W-9
* Full disclosure of ownership form (CMS 1513)
* CLIA certificate for laboratories

\*\**Any providers that are not going to be billing under the umbrella of the organizational provider, need to go through a separate credentialing process.*

\*\**Documentation varies from plan to plan, this is just a high-level list. Your provider relations /contracting team at the health plan will give you a specific list of documents needed for credentialing.*

This will vary among plans, however, generally speaking- plans will add addendums to existing contracts and assess whether or not the provider needs to re-credential based on several factors:

**If I am already contracted with an existing CCC Plus health plan, will I need to “re-credential” with that health plan if I am still certified as a credentialed participating provider? \*\***

* The date of the last credentialing period
* If brand new services or provider types are being added
* If the provider has been involved in any recent malpractice suites, ethical violations or other infractions with a state agency or accrediting entity

\*\*Please note that this is a high-level statement and may not be applicable to all situations and/or participating health plans.

**CCC Plus Health Plan Contracting and Credentialing Information**

|  |  |  |
| --- | --- | --- |
| **Managed Care Organization** | **Contracts** | **Credentialing** |
| Aetna Better Health of Virginia | Email: [Aetnabetterhealth-VAProviderRelations@aetna.com](mailto:Aetnabetterhealth-VAProviderRelations@aetna.com)  Phone: 800-279-1878  Fax: 844-230-8829  Email: [NetworkDevelopment-VAContact@aetna.com](file:///\\WCS01404\workgrp$\Admin_MLTSS-shared\Communications%20and%20Outreach\website\NetworkDevelopment-VAContact@aetna.com) | Email: [vacredentialing-aetna@aetna.com](mailto:vacredentialing-aetna@aetna.com)  Phone: 800-279-1878  Fax:  844-230-8829 |
| Anthem HealthKeepers Plus | Acute: Taylor Rhodes  [William.Rhodes@anthem.com](mailto:William.Rhodes@anthem.com)  Phone: 804-354-3089  Fax: 804-354-4601  LTSS: Marvin Brown  [Marvin.Brown@anthem.com](mailto:Marvin.Brown@anthem.com)  Phone: 757-408-5138  Network Contacts:  Southside: Brandon Hutchins;  757-272-2593  [Brandon.hutchins@anthem.com](mailto:Brandon.hutchins@anthem.com)  Peninsula: Vickey Thomas, 757-274-5512; [Vickey.Thomas@anthem.com](mailto:Vickey.Thomas@anthem.com)  Central: Lindsay Mack, 804-305-5307  [Lindsay.Mack@anthem.com](mailto:Lindsay.Mack@anthem.com)  Northern: Eden Abera; 571-429-1840;  [Eden.Abera@anthem.com](mailto:Eden.Abera@anthem.com)  Eyram Dokosi-Lynch; 703-881-8543  [Eyram.dobosi-lynch@anthem.com](mailto:Eyram.dobosi-lynch@anthem.com)  Western: Lori Pernell; 434-221-6078  [Lori.Pernell@anthem.com](mailto:Lori.Pernell@anthem.com)  Southwest: Janette Comer, 276-469-9425; [Janette.Comer@anathem.com](mailto:Janette.Comer@anathem.com) | Acute: Taylor Rhodes  [William.Rhodes@anthem.com](mailto:William.Rhodes@anthem.com)  Phone: 804-354-3089  Fax: 804-354-4601  LTSS: Marvin Brown  [Marvin.Brown@anthem.com](mailto:Marvin.Brown@anthem.com)  Phone: 757-408-5138 |
| Molina Complete Care / Magellan Complete Care of Virginia | Medical/Physical Health Providers:  [MCCVAprovider@magellanhealth.com](mailto:MCCVAprovider@magellanhealth.com)  Phone: 1-800-424-4524  Behavioral Health Providers:  [VAProviderQuestions@magellanhealth.com](mailto:VAProviderQuestions@magellanhealth.com)  1-800-424-4536 | Medical/Physical Health Providers:  [MCCVAprovider@magellanhealth.com](mailto:MCCVAprovider@magellanhealth.com)  Phone: 1-800-424-4524  Behavioral Health Providers:  [VAProviderQuestions@magellanhealth.com](mailto:VAProviderQuestions@magellanhealth.com)  1-800-424-4536 |
| Optima Health | Optima Health Network Management:  Email: [OptimaContract@sentara.com](mailto:OptimaContract@sentara.com)  Phone: 877.865.9075  Medical/Facility Providers:  Email: [MLTSSContracts@sentara.com](mailto:MLTSSContracts@sentara.com)  Phone:  757-552-8892  Fax:   757-552-7576    LTSS Providers: HEOPS, Inc.  dba The CENTIPEDE Health Network  Email: [joincentipede@heops.com](file:///\\WCS01404\workgrp$\Admin_MLTSS-shared\Communications%20and%20Outreach\website\joincentipede@heops.com)  PH: 855-359-5391 Fax: 866-421-4135 | Medical/Facility Providers:  Email: [MedProviderApp@Sentara.com](mailto:MedProviderApp@Sentara.com)  [Medical New Provider Application](https://www.optimahealth.com/documents/provider-manuals/credentialing-documents.pdf)  Phone:  757-552-8892  Fax:   757-552-7576    Behavioral Health Providers  [BHCredentialing@Sentara.com](mailto:BHCredentialing@Sentara.com)  [Behavioral Health New Provider Application](https://www.optimahealth.com/documents/provider-manuals/behavioral-health-credentialing-packet.pdf)  LTSS Providers: HEOPS, Inc.  dba The CENTIPEDE Health Network  Email: [joincentipede@heops.com](mailto:joincentipede@heops.com)  PH: 855-359-5391  Fax: 866-421-4135 |
| UnitedHealthcare | HCBS Providers:   * Contact: Nicole Williams * Phone: 763-283-3308 * Email: Nicole\_D\_Williams1@uhc.com     Behavioral Health Providers:   * Email : VACCCBH@optum.com * Web : [www.providerexpress.com](http://www.providerexpress.com) Select: Quick Links, Join Our Network   Hospitals, Ancillary, Physicians & SNFs:   * Phone: 877-842-3210 * Web: [www.uhcprovider.com](http://www.uhcprovider.com)   From the menu icon select: Resource Library; Join Our Network | HCBS Providers:   * Contact: Nicole Williams * Phone: 763-283-3308 * Email: Nicole\_D\_Williams1@uhc.com     Behavioral Health Providers:   * Email : VACCCBH@optum.com * Web : [www.providerexpress.com](http://www.providerexpress.com) Select: Quick Links, Join Our Network   Hospitals, Ancillary, Physicians & SNFs:   * Phone: 877-842-3210 * Web: [www.uhcprovider.com](http://www.uhcprovider.com)   From the menu icon select: Resource Library; Join Our Network |
| Virginia Premier Health Plan | Request to Join our network:  https://www.virginiapremier.com/providers/join-our-network/  Ashley Drudge  [Ashley.Drudge@virginiapremier.com](mailto:Ashley.Drudge@virginiapremier.com)  Phone: 804-819-5151, ext 55014  Fax: 804-819-5366 | [VPCred@virginiapremier.com](mailto:VPCred@virginiapremier.com)  855-813-0385  Name: Kimberly Paige  Email:[Kimberly.Paige@vapremier.com](mailto:Kimberly.Paige@vapremier.com)  Phone: 804-819-5151 ext. 55352  Fax: 804-819-5171 |