

Joining and Leaving the BHI Network

All practitioners must be credentialed by Behavioral HealthCare, Inc. prior to providing services to BHI members. This is a quality expectation of the National Commission for Quality assurance (NCQA) and BHI.

The BHI Director of Provider Relations is responsible for monitoring all aspects of the provider network. This includes, but is not limited to provider credentialing, provider status changes and updates, geographic and specialty access, and provider relations activities.

Credentialing

The credentialing application process is initiated by a telephone call to the BHI Director of Provider Relations at (720) 490-4413. The Director of Provider Relations will evaluate to see if the provider meets the geographic and specialty access needs of the BHI Provider Network. If the Director of Provider Relations finds that the provider meets the BHI needs, then the provider will be sent an application. On receipt, the provider's application will be evaluated according to BHI's credentialing policy, which is in accordance with NCQA standards.

The BHI Credentialing Policy outlines the provider requirements for credentialing. At credentialing or at any time, BHI may conduct a structured site visit of high volume provider's offices. This survey includes an evaluation against BHI's standards and evaluation of the provider's clinical record-keeping practices to ensure conformity with BHI's standards.

The Credentialing Committee

BHI utilizes its Risk and Resource Committee to make recommendations regarding credentialing and recredentialing decisions. The Risk and Resource Committee membership includes various Mental Healthcare Practitioners and the Medical Director.

Upon completion of credentialing, the practitioner is sent a contract for signing to be returned signed to Behavioral HealthCare, Inc. BHI providers may find a copy of the Provider Handbook and the Consumer Handbook at the BHI website, www.bhicares.org. Also found on the website are the Consumer's Rights and Responsibilities of which a copy must be posted at all provider sites.

Credentialed providers must notify Behavioral HealthCare, Inc. within 24 hours upon the occurrence of any of the following:

- Revocation, suspension, restriction, termination, or relinquishment of any of the licenses, authorizations, or accreditation's whether voluntary or involuntary
- Any legal action pending for professional negligence or alleged malpractice
- Any indictment, arrest, or conviction for felony charges or for any criminal charge
- Any lapse or material change in professional liability insurance coverage
- Revocation, suspension, restriction, termination or relinquishment of medical staff membership or clinical privileges at any healthcare facility
- Any alleged professional misconduct or ethical violations reported to state licensing boards, professional organizations or the National Practitioners Data Bank

Failure to report any of the above within the specified time frame will result in immediate suspension from the network, with possible termination.

Recredentialing

BHI recredentials providers every three years. Network providers are sent a recredentialing application that must be completed in its entirety, signed, and returned to the outside Credentialing Verification Organization (CVO) as soon as possible. If a provider chooses not to recredential, the Director of Provider Relations needs to be notified (see Leaving the Network).

Credentialing information that is subject to change will be re-verified from primary sources by the CVO during the recredentialing process. The practitioner must also attest to any limits on his/her ability to perform essential functions of the position and attest to absence of current illegal drug use (in accordance with applicable legal requirements such as the Americans with Disabilities Act).

Leaving the Network, Change of Status or Address Change Notification

Network providers must help keep BHI files current by notifying BHI's Director of Provider Relations of change of status (including practice affiliation or licensure changes) or address. This information should be submitted by using the **BHI PROVIDER or FACILITY INFORMATION UPDATE FORM**. The form can be faxed to (720) 490-4395, or by mailing the BHI Provider Information Form to Behavioral HealthCare, Inc. 155 Inverness Drive West, Suite 201, Centennial, Colorado 80112. Please notify the Director of Provider Relations at (720) 490-4413 that there has been a status change and that the BHI Provider or Facility Update Information Form will be sent to BHI. ***Failure to notify BHI of changes may result in a delay in payment of claims or change in network status to include suspension or termination from the network.***