

Partners In Recovery

POLICY AND
STANDARDS

Applicable Arizona Department of Health Services Behavioral Health Rule(s):
R9-20-211 *Client Records* and R9-21-209 *Records*

Policy Name: Credentialing of Clinical Staff

Policy Number: HR - 0004

H.M. Gilbert Jr., Executive Director, PIR

Date

Proprietary

HR-0004

Cross Reference(s)

Arizona Maricopa County: Network Practitioner Credentialing Policy; Arizona Maricopa County: Network Practitioner Recredentialing Policy; DCC and UPC Program Descriptions; JCAHO HR.4.10 and 4.50 New Employee Orientation and Training HR.1500.01.DCC.UPC.

Policy Statement

Partners In Recovery credentials Behavioral Health Professionals (BHP) and Behavioral Health Technicians (BHT) providing services at the Direct Care Clinics.

Purpose

To ensure that Behavioral Health Professionals and Behavioral Health Technicians providing service at the Direct Care Clinics meet established credentialing criteria.

Scope

Partners In Recovery Direct Care Clinics.

Key Terms

Policy Terms & Definitions are available should the reader need to inquire as to the definition of a term used in this policy.

To access the *Policy Terms & Definitions Glossary* in MagIC, click on the below link:

[***Policy Terms & Definitions Glossary***](#)

Standards

- I. BHPs providing services at the DCCs are credentialed by Partners In Recovery.
 - A. The following BHPs registered with the Arizona Health Care Cost Containment System (AHCCCS) as independent billers are subject to this policy:
 - 1. Psychiatrists and physicians specializing in addictions medicine;
 - 2. Licensed psychologists;
 - 3. Nurse Practitioners;
 - 4. Physicians Assistants;
 - 5. Licensed Clinical Social Workers;
 - 6. Licensed Marriage and Family Therapists;
 - 7. Licensed Professional Counselors; and
 - 8. Licensed Independent Substance Abuse Counselors.
 - B. In addition, Partners In Recovery credentials other BHPs and BHTs who are performing assessments and serving as Clinical Liaisons.

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- C. Applicants complete and sign a credentialing application and return all required documents to Partners In Recovery's Human Resources (HR) Department.
 - D. The HR staff forwards the credentialing application to Partners In Recovery's Credentialing Department for credentials verification.
 - E. Applicants are credentialed according to *Arizona Maricopa County: Network Practitioner Credentialing* policy Standards III-VII.
 - Any material in the credentialing application or verification process that may require clinical/legal risk review is further considered by Partners In Recovery's Legal Department and the designated Arizona Maricopa Medical Director.
 - F. The HR Department is informed of the completion of credentials verifications.
 1. HR consults with the Medical Director and/or clinical hiring manager. The Medical Director and/or clinical hiring manager complete a review of the applicant's credentials.
 - a) If the applicant meets Partners In Recovery's employment requirements and the credentials verification meets the definition of "clean file," the Medical Director may approve the credentials file on behalf of the Regional Professional Provider Review Committee (RPPRC).
 - b) If the credentials verification file requires further clinical review, the file is presented for credentials review to the RPPRC by the Medical Director, or their designee. The committee review decision is communicated to HR for additional action, as needed.
 2. Credentials approval is incorporated into HR written communication of any employment offer extended.
- II. BHPs and BHTs providing services at the DCCs are reappraised on an annual basis as part of the annual Partners In Recovery Performance Management review process. .
- A. Partners In Recovery permits a period of no more than one year between assigning and renewing or revising clinical responsibilities to a BHP/BHT. Employee files for BHPs/BHTs contain substantive information and indicate that clinical responsibilities are reviewed or revised every year, and a reappraisal is conducted at the time of renewal or revision of clinical responsibilities.
 - B. The reappraisal process addresses current competence and includes the following:
 1. Confirmation of adherence to organization policies and procedures, rules, or regulations
 2. Relevant information from organization performance improvement activities when evaluating professional performance, judgment, and clinical or technical skills, when available,

3. Any results of review of the person's clinical performance and documentation of that clinical performance in the organization that is outside acceptable standards.

III. Ongoing License Verification and Sanctions Monitoring

- A. BHPs and BHTs undergo continuous license verification after initial credentialing verification. Partners In Recovery verifies the presence of a current and active license prior to licensure expiration date.
- B. Partners In Recovery conducts ongoing license and Medicaid/Medicare sanctions monitoring on all BHPs and BHTs.
 1. If a BHP/BHT is found to have an action against a license, license sanction or Medicaid/Medicare sanction, the individual's supervisor and HR are informed.
 2. All relevant information is reviewed by HR and the Medical Director. If the BHP or BHT otherwise meet Partners In Recovery's employment requirements after this review, the Medical Director summarizes the sanction information and presents to PPRC for additional clinical review. HR is informed of the PPRC recommendations.

IV. Provisional Credentialing requirements for clinical staff providing temporary coverage at UPC

- A. When a BHP designates another BHP (who does not have assigned clinical responsibilities in the organization) to cover in his/her absence for a period of no more than 72 consecutive hours, the following requirements are met:
 1. The executive director or his or her designee and the BHP determine that the covering BHP can perform those types of care, treatment, and services that are required.
 2. A credentialing application is completed and submitted to the Credentialing Department by the covering BHP prior to the BHP providing direct services.
 3. Partners In Recovery's Credentialing Department verifies the current licensure of a covering BHP from the primary source, queries the National Practitioner Data Bank, Excluded Parties List System (EPLS), Office of Inspector General (OIG) and the application liability questions prior to his or her provision of care, treatment and services. If any of the verifications indicate "Adverse Actions," the credentialing of the practitioner may be delayed to allow administrative and clinical review of the information needed to approve the application.
 4. If all verifications come back "clean", the covering BHP may be available to provide direct care within two business days from receipt of a completed application.

5. The modified process for provisional credentialing and assigning of clinical responsibilities can only be utilized for a covering BHP for up to 12 days per calendar year but no more than 72 consecutive hours.
6. The decision by leaders to assign clinical responsibilities to a BHP is based on the obtained credentialing information. Additionally, the BHP is notified in writing of the leaders' decision. BHPs with clinical responsibilities practice within the scope of their responsibilities.

Partners In Recovery Direct Care Clinics Forms & Attachments

None

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