



Passport Health Plan Provider Credentialing

February 14, 2017 | Richelle Burress



Passport Health Plan

Aperture Credentialing, LLC Credentialing Partner

- Aperture Credentialing, LLC (Aperture) is Passport Health Plan's Vendor for Primary Source Verification
- Aperture performs primary source verification in accordance with the National Council for Quality Accreditation (NCQA).
- Aperture does not make network approval decisions, Passport Health Plan's Medical Designee and/or Credentialing Committee retains network decision making.
- Aperture's average turn around time to return to Passport Health Plan a primary source verification profile from a completed CAQH or Facility application is 8 days.
- Aperture will contact providers for required information via mail, fax, or email communications.

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Credentialing Process

- Passport's Provider Credentialing team sends Aperture a request to start primary source within 24 hours of receipt of a request to enroll.
- Aperture mails a notification letter to provider that primary source verification process has begun.
- Aperture reviews the application for completeness. If there is missing required credentialing elements, Aperture will make 3 outreach attempts to collect.
- Aperture returns the primary source verification profile as complete or incomplete to Passport Health Plan.
- Passport's Credentialing Team reviews the completed primary source verification and present those with no questionnaire issues to the Medical Director for network approval.

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Credentialing Process - Continued

- Primary Source Verification profiles with questionnaire issues (i.e. Malpractice Claims, Licensure Action) will be presented to a Credentialing Committee for network approval decision. The credentialing committee meets once monthly.
- A credentialing notification letter of approval or denial is mailed to the provider within 60 day of the credentialing decision.
- Providers whose Primary Source Verification Profile was returned as incomplete is mailed a notification with instruction of how to reapply for network participation.
- The credentialing process is complete upon network approval decision and notification to the provider.

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Credentialing Tips Before You Apply...



- **Practitioner Applicants:** Visit your CAQH application, grant Passport Health Plan access to pull your application. Ensure the credentialing contact information is up to do date. Review your CAQH for completeness, current information, and re-attest.
- **Ancillary/Facility Applicants:** Complete the ancillary/facility application completely including a credentialing contact. Ensure you have current copies of credentials to submit with your ancillary/facility application.

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Who to Contact



Question: Has all relevant information been received to complete my credentialing?

Answer: *Aperture 1-855-743-6161 Option 3

Question: Why was my primary source verification profile returned to Passport as incomplete?

Answer: *Aperture 1-855-743-6161 Option 3

Question: Why did I receive this credentialing approval or denial letter?

Answer: Passport 502-588-8578 Option 3

* If you have spoken with an Aperture representative and would like to speak directly with a Passport Health Plan Credentialing Representative, call 502-588-8578 Option 3.

Thank you!



PASSPORT 

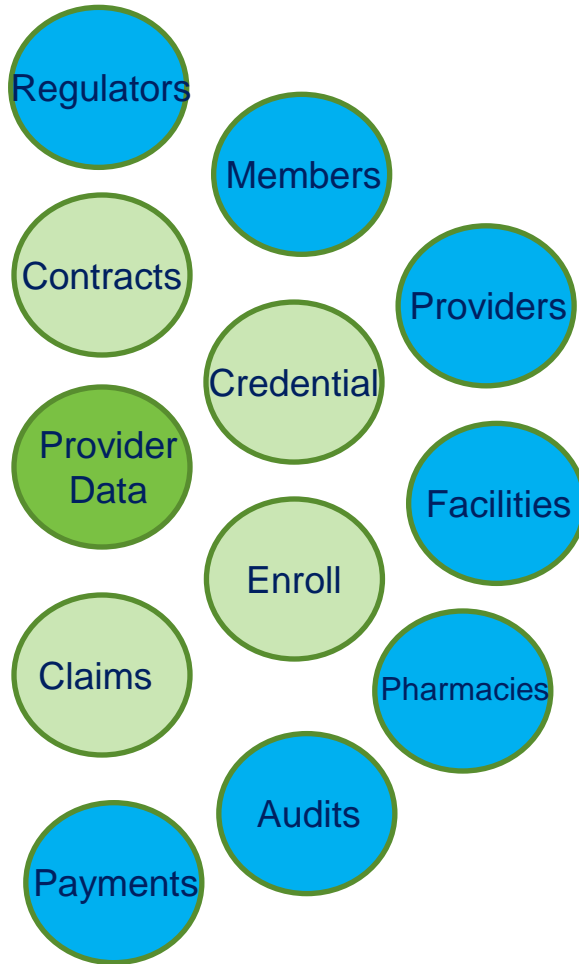


Passport Health Plan Provider Enrollment

February 14, 2017 | James Wood



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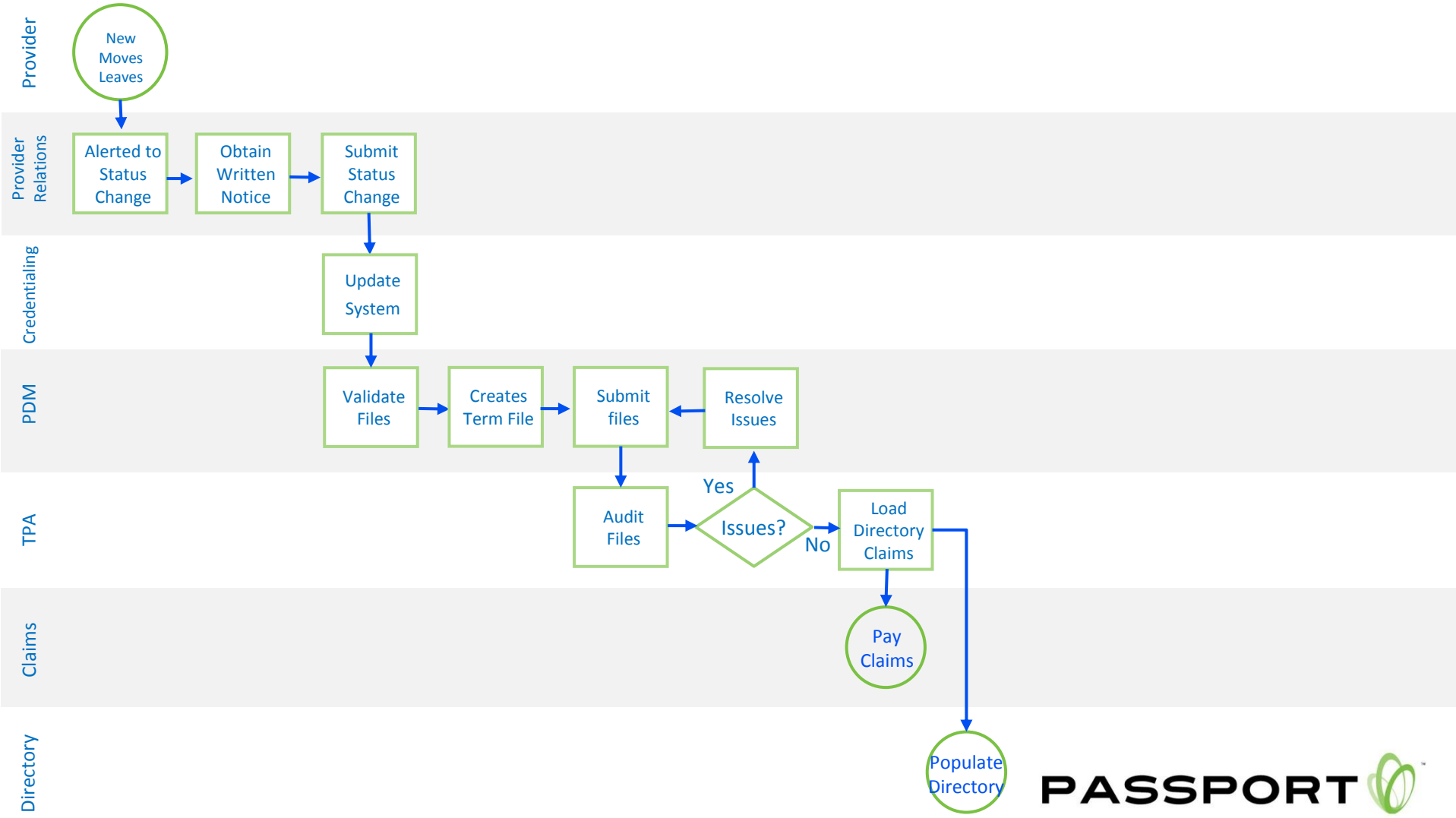


Provider Data is at the Center of Everything

- Provider Data is used to demonstrate network adequacy
- Membership is sold based largely on Network coverage
- As membership grows, more providers want to participate
- Members find healthcare providers by looking in the directory
- Claims are paid based on matching participating Provider information including contracts and fee schedules with information submitted on the claim
- Regulators use provider data in part to provide oversight to the healthcare industry
- Maintaining provider data as accurately and timely as possible has a direct impact on the accuracy and timeliness of claims payments, member experiences and regulatory involvement

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Even at a high level, you can see how complex the process is for maintaining provider data



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Vigilance is the price for accurate data

- **Practitioner Applicants:** Visit your CAQH application, grant Passport Health Plan access to pull your application. Ensure the credentialing contact information is up to do date. Review your CAQH for completeness, current information, and re-attest.
- **Ancillary/Facility Applicants:** Complete the ancillary/facility application completely including a credentialing contact. Ensure you have current copies of credentials to submit with your ancillary/facility application.
- Information on how to join our network including how to update your information can be found at <http://passporthealthplan.com/providers/>

Thank You