



# Provider Credentialing **Guidelines**

## **Group Health Cooperative of Eau Claire (the Cooperative) has adopted the following guidelines:**

- The Cooperative will not pay claims to a provider who is not fully credentialed at the time services are provided to Cooperative members. Providers cannot provide service to or bill Cooperative members prior to credentialing and approved network affiliation.
- Credentialing applications must contain complete and accurate information. Physicians and other healthcare providers who are members of CAQH are able to submit an initial credentialing application on the CAQH portal or provide the required information at recredentialing rather than completing several different credentialing applications for each payor. CAQH performs primary source verification of initial and recredentialing applications and delivers the complete credentialing file to the Cooperative for review. Additional information is available by contacting the Cooperative's Credentialing Department.
- The Cooperative can only credential providers that are Wisconsin Medicaid certified.
- The Cooperative requires the providers below to be credentialed:
  - › Medical Doctors
  - › Certified Nurse Anesthetists
  - › Oral Surgeons
  - › Chiropractors
  - › Osteopaths
  - › Podiatrists
  - › Nurse practitioners
  - › Psychiatrists and other physicians
  - › Doctoral or master's-level psychologists
  - › Master's-level clinical social workers
  - › Master's-level clinical nurse specialists or psychiatric nurse practitioners

Any other practitioner who is licensed, certified, or registered by the state to practice independently (without direction or supervision) will also be credentialed.

- Providers who are employed by and provide services at an approved network affiliated acute care hospital do not need to be credentialed.
- The Credentialing Committee meets monthly to review and approve provider credentialing applications. Providers will be notified of the credentialing committees' decision.
- The Cooperative will re-credential providers every 36 months. Any provider not credentialed within 36 months from previous credentialing approval date will no longer be considered part of the provider network.

Please call the Credentialing Department at (715) 852-2093 or toll-free at (888) 203-7770 for assistance.