



*The Credentialing, Privileging, and  
Enrollment Process: What you don't  
know can hurt you!*

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*Hosted by AMA Organized Medical Staff Section  
Presented by Susan Diaz and Tammy Weaver*

## About the speakers



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# Today's topics

1. Background and overview of the credentialing, privileging, and enrollment processes
2. The information that is required
3. Common misconceptions and challenges that slow things down
4. What are red flags and how are they handled
5. How to prepare and where to get help
6. Tools and resources

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# Origins of credentialing



Historic concept: 1000 BCE



Business practice: 1965

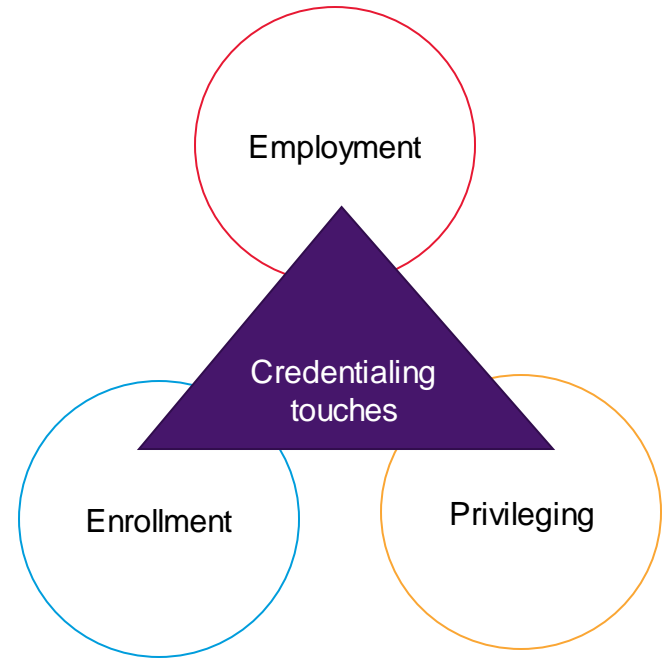
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# Processes defined

**Credentialing:** The process of **obtaining, verifying,** and **assessing** the qualifications of a [clinician so that he/she may] provide care or services in or for a health organization.

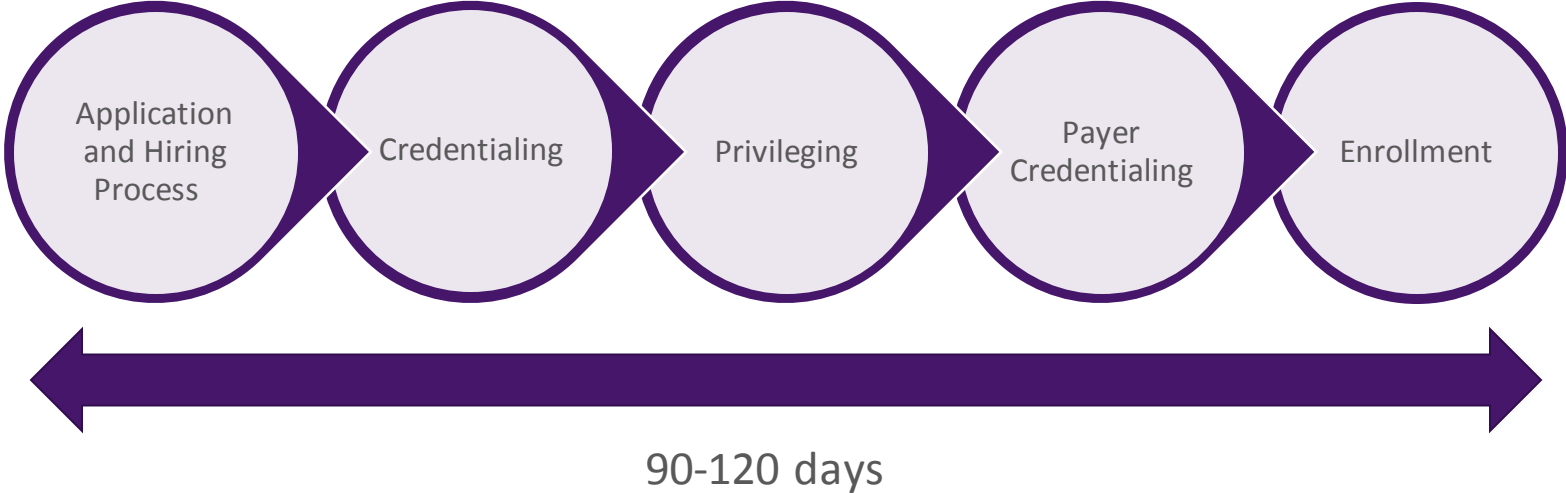
**Privileging:** The process whereby the specific scope and content of patient care services (i.e., clinical privileges) are authorized for a healthcare practitioner by a healthcare organization, based on evaluation of the individual's credentials and performance.

**Enrollment:** The process of applying to health insurance plans/networks for inclusion into provider panels to bill and be paid for services rendered.



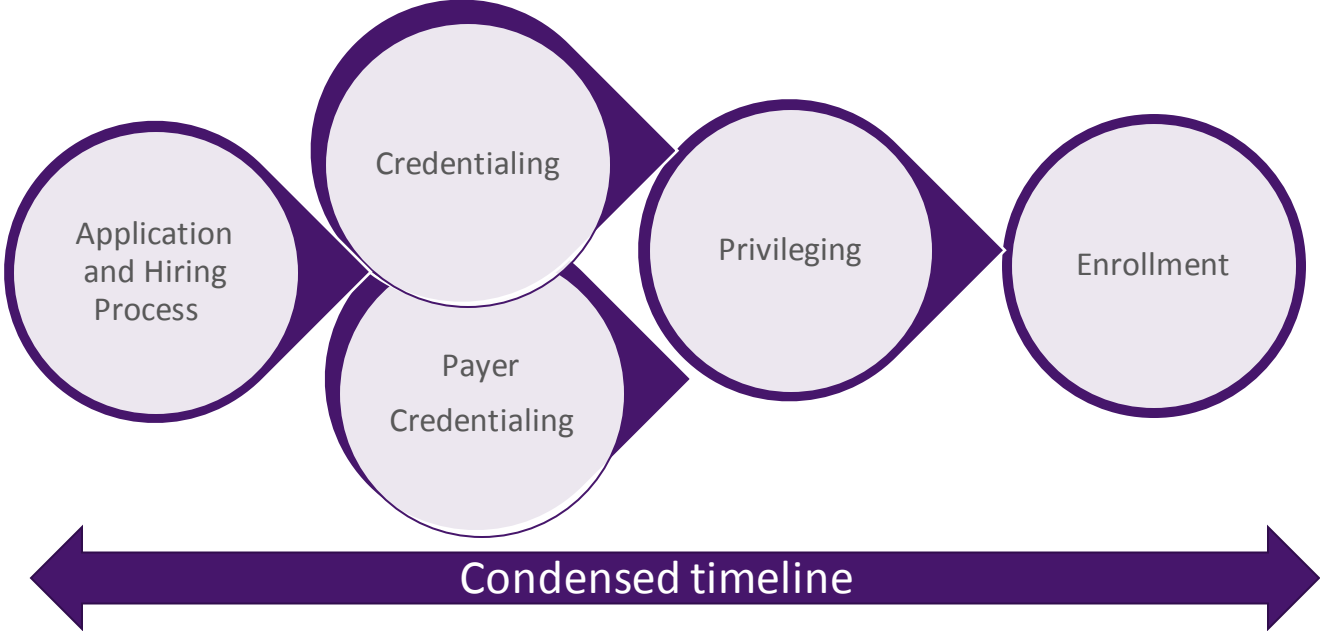
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# Traditional path to practice



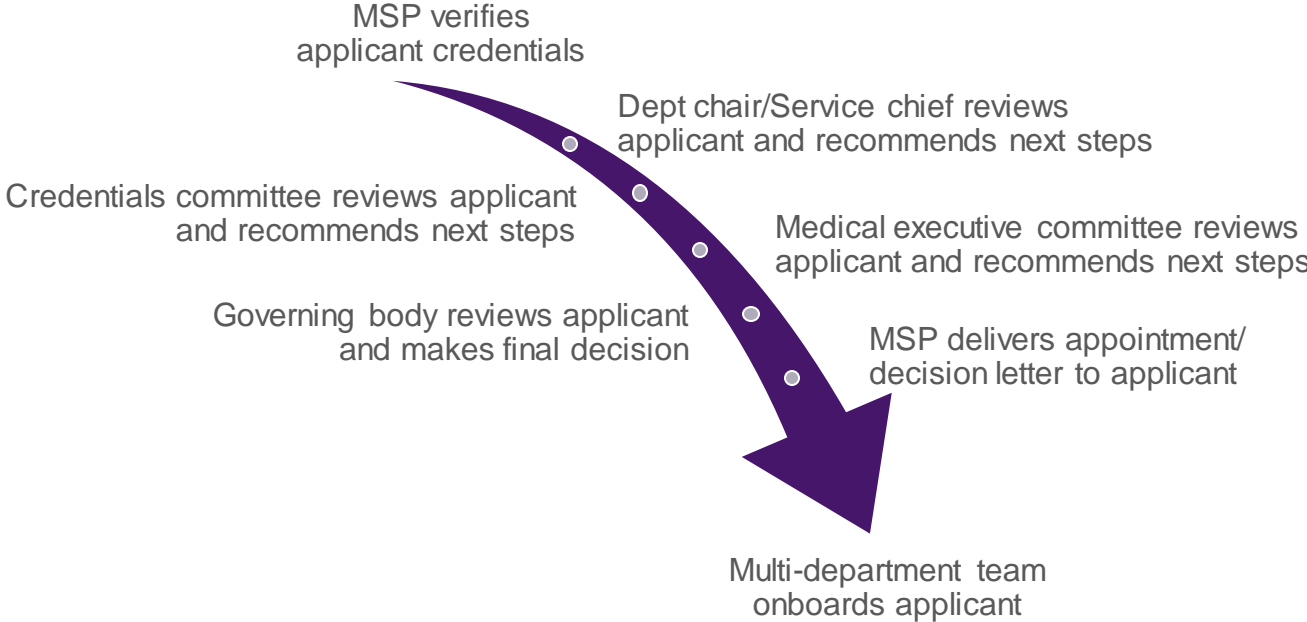
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# Improvements starting to take root



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# Steps in the credentialing and privileging process



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## Three distinct and separate processes

### Initial

The initial application for privileges

### Ongoing evaluation

Evaluation of quality between credentialing events

### Reappointment

The reappointment and/or renewal of privileges

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# Data that requires verification and assessment

## Background and experience

- Education
- Post-graduate education
- Board certification
- Licensure
- Sanctions (state)
- Federal (OIG) sanctions
- DEA/CDS

Verified and included on AMA  
Profile

- Release and authorization to query others about the applicant
- Identity verification
- Criminal background check
- Liability insurance coverage and any claims filed against it
- Malpractice claims history
- NPDB query
- Continuing medical education
- Work history

- Medical staff history
- Clinical privilege history

## Ability to perform the work

- Peer/professional references
- Clinical competence (clinical report cards, performance reviews)
- Case logs (1-, 2-, 5-year)

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# Why is Credentialing important?



Patient Safety



Regulatory and  
Standards Compliance



Qualified and  
competent peers

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# Common misconceptions

1. The process starts when I accept the position
2. The start date provided on my offer letter is the day I should start to plan to see and treat patients
3. I filled out an application for human resources that can be used for credentialing, privileging, and enrollment
4. Employment and peer references are one in the same
5. I am not responsible if someone submits information on my behalf and gets it wrong

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# Common challenges

## 1. Incomplete documentation

- Releases that are often overlooked
- Ancillary documents such as copy of license, board certification, and diplomas
- Specialized privileges require additional certifications and documentation

## 2. Processing delays

- Obtaining appropriate responses from authoritative sources
- Most challenging continue to be work history and peer references
- Verification of malpractice carrier history

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## Potential “red flags” – what you should know

Loss of or limits to license or DEA

Extensive work history

Excessive malpractice claims history

Conflicting information – disclosed vs. verified

Gaps in training or clinical practice

Adverse privileging actions

1. Red flags are not stop signs but may require additional clarification
2. Carefully review any information being submitted on your behalf
3. When in doubt, disclose!

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# What does the future hold?

- Hospitals mergers, acquisitions and closures
- Telemedicine
- Technology and automation

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# How to prepare and where to get help

## How to prepare

- Keep credentials and documentation easily accessible in electronic format
- Keep track of malpractice carrier and liability coverage information throughout your career
- Pull and review your AMA profile
- Self-query the National Practitioner Data Bank (NPDB)
- When in doubt – disclose

## Where to get help

- Leverage your assigned analyst or credentials coordinator early on
- Refer to institutional bylaws

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