

1 **11 NCAC 20.0404 IS AMENDED UNDER TEMPORARY PROCEDURES AS FOLLOWS:**

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3 **11 NCAC 20 .0404 APPLICATION**

4 For all providers who submit applications to be added to a carrier's network on or after October 1, 2001; the
5 effective date of this Section and for all providers participating in a carrier's network on or after 21 months
6 after the effective date of this Section:

7 (1) Each carrier shall obtain and retain on file a complete signed and dated application on the
8 form approved by the Commissioner, entitled "Uniform Application to Participate as a
9 Health Care Practitioner", that details credentials ~~from~~ of each individual provider
10 participating in the plan network. All required information shall be current upon final
11 approval by the health plan. The application shall include, when applicable:

- 12 (a) ~~Personal Demographic and personal information (for example, name, address,~~
13 ~~telephone number).~~
- 14 (b) Practice information, including call coverage.
- 15 (c) ~~Education and training.~~ Education, training and work history.
- 16 (d) The current provider license, registration, or certification, and the names of other
17 states where the applicant is or has been licensed, registered, or certified.
- 18 (e) Drug Enforcement Agency (DEA) registration number and prescribing
19 restrictions.
- 20 (f) Specialty board or other certification.
- 21 (g) Professional and hospital affiliation.
- 22 (h) The amount of professional liability coverage and any malpractice history.
- 23 (i) Any disciplinary actions by medical organizations and regulatory agencies.
- 24 (j) Any felony or misdemeanor convictions.
- 25 (k) The type of affiliation requested (for example, primary care, consulting
26 specialists, ambulatory care, etc.).
- 27 (l) A statement of completeness, veracity, and release of information, signed and
28 dated by the applicant.
- 29 (m) Letters of reference or recommendation or letters of oversight from supervisors,
30 or both.

31 (2) The carrier shall obtain and retain on file the following information regarding facility
32 provider credentials, when applicable:

- 33 (a) Joint Commission on Accreditation of Healthcare Organization's certification or
34 certification from other accrediting agencies.
- 35 (b) State licensure.
- 36 (c) Medicare and Medicaid certification.
- 37 (d) Evidence of current malpractice insurance.

1 (3) No credential item listed in Paragraph ~~(a) or (b)~~ (1) or (2) of this Rule shall be construed
2 as a substantive threshold or criterion or as a standard for credentials that must be held by
3 any provider in order to be a network provider.

4 (4) A carrier shall not require an applicant to submit information not required by the
5 “Uniform Application to Participate as a Health Care Practitioner” form.

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7 *History Note: Authority G.S. 58-2-40(1); 58-2-131; 58-3-230; 58-50-55(b); 58-65-1; 58-65-25; 58-65-*
8 *105; 58-65-140; 58-67-5; 58-67-10; 58-67-20; 58-67-35; 58-67-65; 58-67-100; 58-67-*
9 *140; 58-67-150;*

10 *Eff. October 1, 1996;*

11 *Temp. Amendment Eff. October 1, 2001.*

1 **11 NCAC 20.0405 IS AMENDED UNDER TEMPORARY PROCEDURES AS FOLLOWS:**

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3 **11 NCAC 20 .0405 VERIFICATION OF CREDENTIALS**

4 ~~Upon the receipt of the application containing information about the presence or absence of credentials and~~
5 ~~all supporting documents, each carrier shall verify all information provided in 11 NCAC 20 .0404.~~

6 Each carrier that provides a health benefit plan and credentials providers for its network shall maintain a
7 process to assess and verify the qualifications of a licensed health care practitioner within 60 days of receipt
8 of a completed “Uniform Application to Participate as a Health Care Practitioner” form. Each carrier’s
9 process for verifying credentials shall take into account and make allowance for the time required to request
10 and obtain primary source verifications and other information that must be obtained from third parties in
11 order to authenticate the applicant’s credentials, and shall make allowance for the scheduling of a final
12 decision by a credentialing committee, if the carrier’s credentialing program requires such review.

13 (1) Within 60 days after receipt of a completed application and all supporting documents, the
14 carrier shall assess and verify the applicant’s qualifications and notify the applicant of its
15 decision. If, by the 60th day after receipt of the application, the carrier has not received all
16 of the information or verifications it requires from third parties, or date-sensitive
17 information has expired, the carrier shall issue a written notification to the applicant either
18 closing the application and detailing the carrier’s attempts to obtain the information or
19 verification, or pending the application and detailing the carrier’s attempts to obtain the
20 information or verifications. If the application is held, the carrier shall inform the
21 applicant of the length of time the application will be pending. The notification shall
22 include the name, address and phone number of a credentialing staff person who will
23 serve as a contact person for the applicant.

24 (2) Within 15 days after receipt of an incomplete application, the carrier shall notify the
25 applicant in writing of all missing or incomplete information or supporting documents.

26 (a) The notice to the applicant shall include a complete and detailed description of
27 all of the missing or incomplete information or documents that must be
28 submitted in order for review of the application to continue. The notification
29 shall include the name, address, and telephone number of a credentialing staff
30 person who will serve as a contact person for the applicant.

31 (b) Within 60 days after receipt of all of the missing or incomplete information or
32 documents, the carrier shall assess and verify the applicant’s qualifications and
33 notify the applicant of its decision, in accordance with subparagraph (1) of this
34 rule.

35 (c) If the missing information or documents have not been received within 60 days
36 after initial receipt of the application or if date-sensitive information has expired,
37 the carrier shall close the application or delay final review, pending receipt of the

1 necessary information. The carrier shall provide written notification to the
2 applicant of the closed or pending status of the application and where
3 applicable, the length of time the application will be pending. The notification
4 shall include the name, address, and telephone number of a credentialing staff
5 person who will serve as a contact person to the applicant.

6 (3) If a carrier elects not to include an applicant in its network, for reasons that do not require
7 review of the application, the carrier shall provide written notice to the applicant of that
8 determination within 30 days after receipt of the application.

9 (4) Nothing in this rule shall require a carrier to include a health care practitioner in its
10 network or prevent a carrier from conducting a complete review and verification of an
11 applicant's credentials, including an assessment of the applicant's office, before agreeing
12 to include the applicant in its network.

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14 *History Note:* *Authority G.S. 58-2-40(1); 58-3-230; 58-50-55(b); 58-65-1; 58-65-25; 58-65-105; 58-*
15 *65-140; 58-67-5; 58-67-10; 58-67-20; 58-67-35; 58-67-65; 58-67-140; 58-67-150;*
16 *Eff. October 1, 1996;*
17 *Temp. Amendment Eff. October 1, 2001.*

1 **11 NCAC 20.0407 IS AMENDED UNDER TEMPORARY PROCEDURES AS FOLLOWS:**

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3 **11 NCAC 20 .0407 REVERIFICATION OF PROVIDER CREDENTIALS**

4 Each carrier shall reverify the credentials of all network providers at least every three years. On or after
5 October 1, 2001, carriers shall utilize the “Uniform Application to Participate as a Health Care Practitioner”
6 form for reverification of provider credentials and shall not require a network provider to submit
7 information not requested by the form. Carriers may require completion of all or only selected sections of
8 the form for reverification of credentials.

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10 *History Note: Authority G.S. 58-2-40(1); ~~58-3-230~~; 58-50-55(b); 58-65-1; 58-65-25; 58-65-105; 58-*
11 *65-140; 58-67-5; 58-67-10; 58-67-20; 58-67-35; 58-67-65; 58-67-140; 58-67-150;*
12 *Eff. October 1, 1996;*
13 *Temp. Amendment Eff. October 1, 2001.*

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