



Policy Title: Provider Credentialing			
Department Responsible: THN Payor Relations and Contracting	Policy Number: AMO-101	THN's Effective Date: January 1, 2022	Next Review/Revision Date: September 30, 2024
Title of Person Responsible: THN Director of Payor Relations and Contracting	THN Approval Council: THN Compliance Committee	Date Approved: August 25, 2022	Date Approved by THN Board of Managers: August 29, 2022

- I. **Purpose.** The purpose of AMO-101 is to define the terms and processes required to verify a provider’s professional credentials prior to being employed by or associated with Cone Health or Triad HealthCare Network (THN).

- II. **Policy.** Prior to employment or being associated with Cone Health or THN, all providers must undergo an initial credentialing verification process to verify their professional credentials and every 3 years thereafter.
 - A. Providers employed by Cone Health are required to have their professional credentials verified by Cone Health’s Credentialing Department during the employment screening and verification process.
 - B. Non-Cone Health employed providers applying for participation in THN are required to undergo a pre-application screening process by THN’s Practice Performance Department followed by a verification process by Cone Health’s Credentialing Department, which is then submitted for final review by THN’s Credentialing Subcommittee.

- III. **Procedure.**
 - A. **Cone Health Employed Providers:**
 1. During the employment process, candidates for Cone Health employment are required to have their professional credentials verified and documented by Cone Health’s Credentialing Department.
 - a. Cone Health’s process for verifying professional credentials is outlined on Policy Central, which may be accessed from each employee’s SharePoint site.
 - B. **Non-Cone Health Employed Providers:**



1. THN’s Practice Performance Department shall conduct a pre-application review of all new providers who seek to participate in the network to determine if the provider meets all THN participation requirements, as stated in THN’s Participation Agreement. This review includes contacting references and data-bank self-query.
2. Once the pre-application review is completed, THN’s Practice Performance Department will request that Cone Health issue a credentialing packet to the provider.
3. Cone Health’s Credentialing Department will process the completed credentialing packet to verify the provider’s professional credentials. Once processed by Cone Health’s Credentialing Department, the credentialing packet will be sent to THN’s Credentialing Subcommittee for review and final approval.
 - a. **Please note:** THN’s Credentialing Subcommittee meets on a monthly basis.
4. THN’s Credentialing Subcommittee will notify THN’s Practice Performance Department if a provider’s credentialing packet has been approved or denied.
5. THN’s Credentialing Department will notify the Participant by official letter that their credentialing packet has been approved, the effective date of their participation in THN, and of any additional action required.
 - a. THN’s Practice Performance Department will be responsible for notifying the provider in person when their participation in THN has been denied and the reasons for the denial.

Please Note: Acceptable Primary Source Verification is to occur through the appropriate board or designated agency via secure electronic communication or by telephone. The electronic printout is to be attached to the credential packet.

Date	Reviewed	Revised	Notes
January 1, 2022			Originally Published
August 2022	X		No changes
May 2023	X		Reviewd for REACH – no changes