

# Clinician Credentialing and Recredentialing

## Prerequisites

### Licensure

A current, unrestricted license is required for each practice discipline in which a clinician will provide care to Harvard Pilgrim members. At least one license is required for each state in which the clinician practices.

### Federal DEA

A current, unrestricted federal DEA is required for each practice state in which a clinician will provide care to Harvard Pilgrim members. MDs, DOs, Oral Surgeons, Dentists, Midwives, NPs, PA's, and Podiatrists are required to maintain a DEA.

### Board Certification

Physicians, podiatrists, and oral surgeons are encouraged to achieve and maintain board certification.

### Minimum Malpractice Requirements

The minimum existing malpractice coverage requirements for clinicians are:

- Physicians (including oral surgeons) \$1,000,000/ \$3,000,000
- Optometrists \$1,000,000/ \$1,000,000
- Dentists (excluding oral surgeons) \$500,000/ \$1,500,000
- All other clinicians \$1,000,000/ \$3,000,000

### Contractual Requirements

Clinicians who require credentialing must have a signed contract with Harvard Pilgrim, or an agreement with an entity that is Harvard Pilgrim contracted, before the credentialing process can begin (not applicable in Rhode Island). Clinicians cannot provide services for Harvard Pilgrim members until the credentialing committee approves them for network participation. Any claim submitted prior to the effective date of the network participation will be denied.

### Council for Affordable Quality Healthcare (CAQH)

Harvard Pilgrim Health Care requires all applicants to complete and maintain the accuracy of their information in the CAQH Provider Data Portal. Clinicians who are already registered with CAQH receive e-mail reminders to update and re-attempt their profile periodically.

### Medicaid Participation: Screening and Mainstreaming

Providers seeking to participate in Harvard Pilgrim's network should be aware of the following requirements related to Medicaid.

- Rhode Island providers seeking to participate in Harvard Pilgrim's commercial network must also be enrolled as a participating provider in all Point32Health Rhode Island products, including our Medicaid products. Point32Health is the parent organization of Harvard Pilgrim Health Care and Tufts Health Plan, and offers the Medicaid product Tufts Health RITogether in Rhode Island in addition to the Harvard Pilgrim commercial products. Pursuant to Rhode Island Law Section 210-RICR-30-05-2.13, Rhode Island Medicaid Managed Care Organizations ("MCOs"), including Point32Health, that also offer and sell commercial health insurance products in the state of Rhode Island are required to align their commercial and Medicaid MCO provider networks.
- In accordance with federal regulations under the 21st Century Cures Act, Medicaid providers must be screened or enrolled with the local State Medicaid agency to render services to Medicaid beneficiaries. Visit the Medicaid agency website for your state for additional information on requirements. For Rhode Island, visit the Rhode Island Executive Office of Health and Human Services ([EOHHS provider portal](#)); for Massachusetts, visit the [MassHealth website](#).

## Provider Enrollment

Credentialed clinicians who want to participate in Harvard Pilgrim's provider network, as well as non-credentialed clinicians, such as those practicing in anesthesiology, emergency medicine, pathology, or radiology, are enrolled in the Harvard Pilgrim claims system individually (e.g., John Smith, M.D.)

Clinicians specializing in applied behavioral analysis, physical therapy, occupational therapy, and speech therapy will be enrolled in the Harvard Pilgrim claims system with group provider identification numbers (e.g., Physical Therapy Associates).

To enroll, clinicians must submit the following documents to Harvard Pilgrim:

- *HCAS Provider Enrollment Form* (available online, see "Forms")
- W-9 form
- Provider contract or Provider Participation Agreement (i.e., Joinder), if applicable

Send the completed documents to Harvard Pilgrim's Provider Processing Center.

Fax: 866-884-3843

Email: [PPC@point32health.org](mailto:PPC@point32health.org)

## Changing Provider Enrollment Information

Once enrolled, all updates or changes to provider enrollment information must be communicated to Harvard Pilgrim's Provider Processing Center on a prospective basis. A *Provider Change Form* is available online (see "Forms").

Changes to provider enrollment information cannot be submitted to the Credentialing department.

## Initial Credentialing

Credentialing standards are applied uniformly for behavioral-health and non-behavioral health practitioners that are applying to the Harvard Pilgrim network. Doctoral level clinicians and designated non-doctoral level clinicians must successfully complete an initial credentialing process prior to network participation with Harvard Pilgrim.

Harvard Pilgrim Health Care credentials the following types of clinicians:<sup>1</sup>

### Physicians

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- Doctors of Osteopathy (D.O.)
- Medical Doctors (M.D.)

### Other Clinician Types

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- Acupuncture
- Audiologists
- Certified Nurse Midwives (C.N.M.)
- Certified Professional Midwives (C.P.M)
- Chiropractors (D.C.)
- Dentists (D.D.S./D.M.D.)
- Doctoral Level and Master's Level Psychologists
- Master's Level Clinical Social Workers
- Naturopaths
- Nurse Practitioners (N.P.)
- Nutritionists/Registered Dieticians
- Other Behavioral Health Care Specialists who are licensed, certified or registered by the state to practice independently
- Optometrists (O.D.)
- Physician Assistants/Associates (P.A.)
- Podiatrists (D.P.M.)
- Psychiatric Clinical Nurse Specialists, Psychiatric Nurse Practitioners

## Fellows and Residents

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Harvard Pilgrim does not enroll clinicians who are still in training. However, if a clinician is working in a capacity that is in addition to a fellowship or residency and is fully board-trained to work in that capacity, the clinician may apply for affiliation in that capacity. For example, a physician may be fully trained in internal medicine and currently in a fellowship in cardiology and may also be moonlighting at an internal medicine clinic, or as a hospitalist. Harvard Pilgrim would enroll this physician and reimburse him or her for the moonlighting internal medicine services that are unrelated to the fellowship.

## Initial Credentialing Process

Clinicians who want to participate with Harvard Pilgrim Health Care must first submit a completed *Provider Enrollment Form* to Harvard Pilgrim (see “Provider Enrollment,” above). CAQH should be accurate and attested and Harvard Pilgrim must be authorized to receive their data. Upon request, a clinician has the right to inquire about the status of his/her credentialing application at any time during the credentialing process.

## Recredentialing/Re-Attestation

Harvard Pilgrim affiliated clinicians are reviewed every two years on a date of birth cycle. All clinicians are required to complete their credentialing/recredentialing through the CAQH process.

## Recredentialing Process

Clinicians are required to maintain accurate and attested CAQH applications to maintain participation.

If attestation is not completed or clinicians opt out of CAQH, it may result in administrative termination and require a new initial credentialing process in order to re-affiliate with Harvard Pilgrim.

## Credentialing Committee Review

Initial applications for Harvard Pilgrim affiliation are approved or denied by Harvard Pilgrim’s Credentialing Committee. Existing Harvard Pilgrim affiliations are either continued or terminated by the committee.

If any discrepancies exist between the information provided by the clinician and the information received during the verification process, Harvard Pilgrim notifies the clinician in writing of the discrepancy and his/her right to review and correct any erroneous information obtained by Harvard Pilgrim. A written response is requested from the clinician within 30 days from the date of the letter. If the applicant does not respond within 30 days, the initial application will be withdrawn from processing and the provider will need to reapply. If no response is received from a provider currently affiliated, the Harvard Pilgrim credentialing committee evaluation is based on the existing information.

## Notification of Approval

### Initial Credentialing

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When a clinician’s initial application is approved, the clinician is sent a welcome letter indicating the effective date.

- A practitioner’s effective date is the date of committee approval or the effective date of the contract, whichever date is later.

### Recredentialing

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When a clinician’s existing affiliation is continued, the clinician does not receive notification.

## Notification of Denial or Termination

If a clinician’s initial application is denied, or if an existing affiliation is terminated, a letter is sent to the clinician documenting the reason for the action and outlining the clinician’s appeal rights.

## Ongoing Monitoring

Medical Management reviews clinician performance data on a continuous basis and notifies Harvard Pilgrim’s Credentialing Committee of any adverse findings that occur between credentialing cycles. Internally, clinical performance data is derived from HEDIS data, member concerns, clinical occurrences, involuntary physician-patient termination, and

any quality-of-care issues that were confirmed by Medical Management; externally, sources include, but are not limited to, state licensing boards and Medicare/Medicaid Sanction Reports.

## Confidentiality

The Credentialing Department is responsible for ensuring the confidentiality of all information received and maintained in the credentialing and recredentialing processes. Information derived from peer review functions is protected from subpoena and discovery by state immunity laws, except as otherwise provided by law. This includes proceedings, reports and records of a peer review specialty committee.

## Review of Information on File

Except for information determined by Harvard Pilgrim to be peer review-protected, the clinician has the right to request in writing his/her file information and to subsequently review and correct any erroneous information obtained by Harvard Pilgrim to support its evaluation of a clinician's credentialing application.

Send a written request to: Harvard Pilgrim Health Care  
Credentialing Department  
1 Wellness Way, Canton, MA 02021-1166

## Contact Information

Call the Provider Service Center at 800-708-4414.

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### PUBLICATION HISTORY

12/15/11	added clarification to initial application response time
02/15/12	minor edits for clarity
11/15/12	added physician assistants–Massachusetts only to initial credentialing section; added Massachusetts to hearing instrument specialists under initial credentialing section
12/15/15	updated to change OptumInsight to Aperture; changed CAQH UPD to ProView; added Connecticut specific information
05/15/16	removed Massachusetts and New Hampshire from hearing instrument specialists under the initial credentialing section
06/15/17	added Vermont to the initialing credentialing section
08/15/17	added Connecticut to naturopaths under the initial credentialing section
04/01/18	reviewed document; administrative edits for clarity
09/04/18	added board certification/credentialing information for the addiction medicine subspecialty
11/01/18	added Rhode Island to nurse practitioners under initial credentialing
04/01/19	added New Hampshire and Massachusetts to hearing instrument specialist, and Maine to naturopaths under initial credentialing
02/03/20	changed document title from “Clinical Credentialing and Recredentialing” to “Clinician Credentialing and Recredentialing;” added Federal DEA information; updated the Board Certification section; administrative edits
06/01/20	reformatted Initial Credentialing section; administrative edits
07/14/20	updated Other Clinician Types under Initial Credentialing section
02/01/21	updated Other Clinician Types under Initial Credentialing section adding Acupuncture; updated footnote to include WholeHealth Tivity Health
01/01/23	reviewed; administrative updates
09/01/23	updated for behavioral health insourcing effective on 11/01/23
01/01/24	removed references to Connecticut
06/05/24	added “Medicaid Participation: Screening and Mainstreaming” section
10/01/24	updated Provider Processing Center address to 1 Wellness Way, Canton, MA 02021
10/07/24	administrative updates
10/16/25	updated physician assistant to also reference physician associate in support of the ME and NH regulation
05/01/26	updated policy including removing references to HealthCare Administrative Solutions (HCAS) credentialing process and adding Council for Affordable Healthcare (CAQH) requirements. Removed state-specific credentialing details. Added applied behavioral analysis as clinician type enrolled with group provider identification number

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<sup>1</sup> Harvard Pilgrim has a full credentialing delegation agreement with WholeHealth. Prospective Acupuncture provider can call WholeHealth Tivity Health directly at 1-800-274-7526 and ask for the Recruitment Department.