

Provider Credentialing

Regence uses its credentialing process to provide members with a selection of physicians and other health care professionals who have demonstrated backgrounds consistent with the delivery of high quality, cost-effective health care. Regence has established credentialing criteria for participation and termination that is used to evaluate a provider's credentials. The credentialing criteria serve as the foundation for determining a provider's eligibility and continued eligibility on all Regence networks. Providers are expected to remain in compliance with credentialing criteria at all times.

Individual Provider Credentialing

Initial Credentialing

Regence requires that all providers falling within the scope of the Credentialing Program complete the initial credentialing process prior to contracting. Regence uses the credentialing process to evaluate each provider's qualifications and performance. Only those applicants licensed or certified in Oregon and in those specialties recognized by Regence will be considered. Providers whose credentialing approval status has lapsed more than 120 days will be required to resubmit an initial application.

Upon receipt of a completed application, the application is reviewed and elements are primary source verified before being reviewed for final approval of participation. Incomplete submissions will delay the process.

Providers that have been denied initial participation do not have the right to submit an appeal. Refer to the participation criteria at <http://www.or.regence.com/provider/contracting/docs/200701PractitionerCriteria.pdf> for additional information.

Recredentialing

Regence requires that all providers falling within the scope of the Regence Credentialing Program complete the recredentialing process at least every three years. Regence uses the recredentialing process to re-evaluate each provider's qualifications and performance. Providers whose contracting status has lapsed more than 120 days will be required to resubmit an initial application.

The recredentialing process is initiated by the Credentialing Department based on the last credentialing or recredentialing approval date. In order to streamline the recredentialing process, Regence has developed a recredentialing profile that is populated with credentialing previously submitted to Regence. The recredentialing request is sent three months prior to the recredentialing due date. All providers are expected to respond to the request for recredentialing in a timely manner. Additional information analyzed at the time of recredentialing may include, but is not limited to, member complaints and quality improvement activities. All providers must be recredentialed and approved for continued network participation.

Providers that have been terminated from network participation do have the right to appeal. Refer to the provider contract **termination appeals process** for additional information. Physicians or other health care professionals leaving a delegated entity must notify Regence and are subject to recredentialing guidelines.

Delegated Credentialing

Regence may entrust and delegate credentialing activities to contracted provider groups whose membership includes a minimum of 350 providers. Provider groups must demonstrate the ability to meet the performance requirements of Regence standards. Those provider groups who assume delegated credentialing activities must utilize policies and procedures that meet the credentialing policies and procedures of Regence. Credentialing for organizational providers and facilities cannot be delegated. Regence retains the right to approve new physicians, other health care professionals and facilities and to terminate or suspend individual physicians or other health care professionals as deemed necessary and appropriate.

Practice Site Visits

Regence requires that physicians and other health care professionals must provide professional services to our members in an office setting located in a permanent, fixed professional office setting located in a traditional commercial office site; or in an approved health care facility with no barriers to access. For purposes of illustration, a traditional commercial office site includes a medical office building and freestanding office or clinic, but does not include home offices, health clubs, other athletic facilities, and salon or spa-based practices. The Company may, in its sole discretion, permit physicians and other health care professionals to work from a location other than a traditional commercial office site, if such physician or other health care professional receives the Company's approval.

Organizational Provider Credentialing

Initial Credentialing

Regence requires that all organizational providers that fall within the scope of the Credentialing Program complete the credentialing process prior to contracting.

Refer to the credentialing criteria at

<http://www.or.regence.com/provider/contracting/docs/200701OrganizationalCriteria.pdf> for a listing of organizational providers that require credentialing.

Organizational providers whose credentialing approval status has lapsed more than 120 days will be required to resubmit an initial application.

Organizational providers that have changed ownership and are required to complete the application and site survey process by the state and Medicare must be initially credentialed under the new ownership. If the state and Medicare allow the acquisition without the application and site survey process, credentialing is not required.

Upon receipt of a completed application, the application is reviewed using a variety of national and state data sources before being reviewed for final approval of participation. Incomplete submissions will delay the process. Organizational providers that have been denied initial participation do not have the right to submit an appeal. Refer to the participation criteria for additional information.

Recredentialing

Regence requires that all organizational providers that fall within the scope of the Regence Credentialing Program complete the recredentialing process at least every three years. Regence uses the recredentialing process to reevaluate each organizational provider's qualifications and performance. Organizational providers whose contracting status has lapsed more than 120 days will be required to resubmit an initial application.

The recredentialing process is initiated by the Credentialing Department based on the last credentialing or recredentialing approval date. The recredentialing request is generally sent out three months prior to the recredentialing due date. All organizational providers are expected to respond to the request for recredentialing in a timely manner. Upon receipt of the completed application, the

application is reviewed using a variety of national and state data sources for final approval. Additional information analyzed at the time of recredentialing may include, but is not limited to member complaints. All organizational providers must be recredentialed and approved for continued network participation.

Organizational providers that have been terminated from network participation do have the right to appeal. Refer to the provider contract **termination appeals process** for additional information.