

California TPA Credentialing FAQ – Practitioners

- Not all practitioners will be credentialed:
 - Licensed practitioners (such as Nurses, Licensed Clinical Social Workers, etc.) will undergo the full credentialing process.
 - Practitioners who are already credentialed with Carelon Behavioral Health will not need to be credentialed a second time.
 - PPS practitioners will undergo a truncated screening process.
 - Registered, Certified and unlicensed practitioners (such as Associates, AODCs and Community Health Workers) will be linked to their LEA for quality purposes.
- Practitioners who are in scope for any credentialing/screening processes (as indicated above) must complete a credentialing application. The rest will be loaded systematically.
- Receiving SPI data will initiate the credentialing/screening processes for the applicable practitioner types, but the SPI does not constitute a credentialing application.
 - Practitioners who maintain a current CAQH profile and have granted Carelon access to their information will not need to complete a separate credentialing application.
 - Practitioners who do *not* use CAQH will be sent a Carelon-developed credentialing application which can be completed electronically and returned via email, fax, or mail.
 - SSN is not required on the SPI but *is* required to complete the credentialing processes due to it being a key identifier in performing all necessary sanctions checks and monthly ongoing monitoring.
- Licensed Practitioners: The full credentialing process includes verification of identity (Name, DOB, SSN, NPI), education, work history, licenses, board certification (Nurses, PAs and Physicians only), malpractice, NPDB, various sanctions checks, etc.
 - Recredentialing is required within 36 months of the last credentialing approval date. This is a seamless process – practitioners will only hear from us if credentialing requirements are not available leading up to the recredentialing due date.
 - Licensed practitioners may be denied credentialing if they do not meet the credentialing criteria. If denied, they may reapply if the reason for the original denial has been satisfied.
- PPS Practitioners: The truncated screening process includes verification of identity (Name, DOB, SSN, NPI), PPS Credential, NPI, various sanctions checks, etc.
- A notice of credentialing approval will be sent via email and/or fax upon completion of credentialing activities and approval by the Credentialing Committee
- Credentialing activities will be terminated if licensed and PPS practitioners do not supply the required information/documentation upon request. The process can be reinstated once the information is received.

Practitioners who require an NPI are responsible for completing this process via [NPPES](#).

Practitioners who wish to streamline the credentialing process are encouraged to use [CAQH](#).

Practitioners who are required to enroll in Medi-Cal are responsible for completing this process via [PAVE](#).