

## Credentialing/Recredentialing

Scott & White Health Plan (SWHP) implements a rigorous credentialing/recredentialing process to select and evaluate the practitioners who assume responsibility for managing the health care of its members, consistent with state and federal requirements and guidelines from National Committee for Quality Assurance (NCQA).

- The recredentialing frequency is at least every three years.
- SWHP does not make credentialing/recredentialing decisions based solely on an applicant's race, ethnic/national identity, gender, age, sexual orientation or the types of procedures or patients in which the practitioner specializes.

In order to contract with high quality physicians and licensed healthcare providers who are willing to make a commitment to managed care, SWHP retains the sole right to determine which physicians and licensed healthcare providers will provide services to SWHP members, based in part on the following criteria:

The physician or healthcare provider must:

1. Have a current valid unrestricted license to provide health care services in the State of Texas.
2. Have a valid DEA registration or documentation satisfactory to the SWHP Credentials Committee that his/her practice does not require such registration.
3. If graduated 1970 or after, have completed full internship and residency training.
4. Demonstrate current possession of appropriate knowledge, training, experience and continuing education in the specialty area sufficient to provide the SWHP Credentials Committee a reasonable assurance of competency.
  - a) Board Certification
    - i. Physicians who completed residency training prior to 1985 are not required to demonstrate board certification, but must meet the competency requirements under "b)" below for demonstration of competency to the satisfaction of the SWHP Credentials Committee.
    - ii. Physicians who completed residency training in 1985 or after are required to hold current board certification in their area of practice at the time of initial credentialing, or to be on track in the board certification process if training has been recently completed.
    - iii. Physicians undergoing credentialing/recredentialing who are not board certified or have allowed their board certification to lapse, will provide an explanation of that lapse and may be allowed to demonstrate competency by other measure, at the discretion of the SWHP Credentials Committee. At a minimum, the physician must submit the information referenced under "b" below.

- iv. Contracted physicians undergoing credentialing who are practicing in a rural area and are not board certified or have allowed their certification to lapse, will provide a letter attesting to their current competency from the Joint Commission accredited hospital's Chief of Medical Staff (or appropriate physician leader).
  - v. Physicians wanting to practice in an area outside of their board certification will provide information on additional training, their plan for maintaining competency in the requested specialty and evidence of an accredited and credentialed facility allowing them to practice in the requested specialty or written references attesting to their competency in that field.
- b) Competency Requirements For Non-Board Certified Physicians
- i. SWHP Credentials Committee may utilize additional measures of competency in evaluating physicians, such as medical liability history, patient complaints, sanctions from state medical boards or federal programs like Medicare, complaints/reports from other providers, etc.
  - ii. At credentialing/recredentialing, physicians will submit evidence of ongoing Continuing Medical Education as a demonstration of competency to the Credentials Committee. At a minimum, the individual should show completion of 50 American Medical Association Physician Recognition Award® credits annually. It is expected that at least 25 will be Category 1 and 25 credits (Category 1 or Category 2) which must be completed in the physician's medical specialty that they are currently engaged in.
  - iii. For physicians who are not board certified and who have previously been credentialed by SWHP, this requirement will be effective for recredentialing beginning July 1, 2009.
5. Have no record of professional disciplinary action, provide satisfactory documentation that any such history is not indicative of substandard care, or steps were taken to prevent reoccurrence.
  6. Have no excessive history of medical liability suits, arbitrations or settlements and provides evidence satisfactory to the SWHP Credentials Committee that any such history is not indicative of substandard care.
  7. Have no record of criminal conviction or indictment of any acts that may be grounds for suspension or termination of the rights to practice medicine or other medical discipline, provides evidence satisfactory to the SWHP Credentials Committee that any such record is not indicative of substandard care, and steps were taken to prevent reoccurrence.
  8. Be able to perform the procedures and essential functions of the position for which he/she has applied or requested privileges, with or without reasonable accommodation, according to accepted standards of professional performance and without posing a direct threat to patients.

9. Have no record of cancellation or suspension of his/her professional liability insurance or provide evidence satisfactory to the SWHP Credentials Committee that such records are not indicative of substandard care.
10. Hold current liability coverage as required by the institution affiliation with which the provider contracts.
11. Agree to assist SWHP and its representatives in gathering information necessary to determine his/her qualifications.
12. Agree to abide by all the policies and procedures of SWHP as consistent with moral, ethical and professional standards of behavior and to adhere to generally recognized standards of medical and professional ethics
13. Have an office that satisfies threshold criteria for Office Site Review (if applicable)
14. Complete a current Texas Standardized Credentialing Application