

# CREDENTIALING AND RECREENING



Mass Advantage cannot contract with providers or facilities excluded from participation in Original Medicare. Mass Advantage verifies each provider's Medicare status during credentialing and recredentialing processes, and periodically outside of the credentialing cycle.

## PROVIDER ENROLLMENT

To enroll with Mass Advantage, providers must submit the following documents to Mass Advantage

- [HCAS Provider Enrollment Form](#)
- [W-9 form](#)

If interested in joining the Mass Advantage network, please complete the Join the Network form located on our website and submit to Mass Advantage Provider Relations at [Provider.Relations@MassAdvantage.com](mailto:Provider.Relations@MassAdvantage.com) to initiate enrollment.

Once a provider is approved to join the network, a Provider Participation Agreement will be provided to the provider for review and signature. Once the Provider Participation Agreement is signed, the credentialing process begins.

## PROVIDER CREDENTIALING & RECREENING CRITERIA

Mass Advantage will ensure that all providers will be credentialed and/or recredentialed in accordance with the procedures outlined within the Mass Advantage Credentialing & Recredentialing Policy<sup>1</sup> to meet regulatory requirements. Mass Advantage will not discriminate,

in terms of participation, reimbursement, or indemnification, against any practitioner who is acting within the scope of their license or certification under state law, solely based on the license or certification. Mass Advantage does not discriminate based on race, gender, nationality, age, sexual orientation, or the type of procedure or patient in which the provider specializes. Applicants are not subject to discrimination based on handicap, sexual orientation, gender, gender identification, age, race, religion, color, marital status or national origin. None of the previously listed components are taken into consideration when making a credentialing determination. Only the provider's clinical and professional qualifications will be considered during the credentialing process. The Credentialing Committee shall view only information related to education, training, practice history, malpractice history, sanction history, and other information directly related to clinical competence and qualifications.

## FACILITY CREDENTIALING & RECREENING CRITERIA

Mass Advantage completes a standardized process of data collection and evaluation of facilities prior to contracting to provide care to members. All facilities are required to be Medicare-certified and accredited. If the facility is not accredited, and does not have a CMS survey, then it does not meet Mass Advantage's criteria for affiliation and therefore, cannot be contracted.

## INVESTIGATION OF QUALITY OF CARE

Mass Advantage may require a site visit at a credentialed facility if one or more serious quality of care issues has been identified, resulting in a need to re-evaluate the facility's credentialing status. Circumstances triggering such a site visit include:

- The facility has been sanctioned by the State Department of Public Health, or equivalent, for quality of care deficiencies.
- The facility's accreditation agency has withdrawn accreditation, or has taken other significant, adverse action against the facility.
- The facility has experienced a cluster, trend or pattern of quality of care problems, as identified by state Department of Public Health and/ or CMS surveys, member concerns process or analysis of quality indicator information.

## CHANGING PROVIDER OR PRACTICE INFORMATION

Once enrolled, all updates or changes to provider information must be communicated to Mass Advantage on a prospective basis. Mass Advantage utilizes the [Standardized Provider Information Change Form](#) for all provider information changes. This form is available on our website [here](#). Changes to provider enrollment information must be submitted to Provider Relations at [Provider.Relations@MassAdvantage.com](mailto:Provider.Relations@MassAdvantage.com).

For more information regarding the Mass Advantage Credentialing & Recredentialing policies and procedures, please reach out to Mass Advantage Provider Relations at [Provider.Relations@MassAdvantage.com](mailto:Provider.Relations@MassAdvantage.com).



MASS ADVANTAGE

A Medicare Advantage Plan