

Below we've answered some frequently asked questions about recredentialing.

We invite you to visit us online at www.MagellanProvider.com for more information about Magellan* and our provider networks. If you have specific questions, please contact your local Magellan field network representative or Magellan's Provider Services Line at 1-800-788-4005.

Q. What is recredentialing?

A. Recredentialing is the process of periodically reviewing and verifying your professional credentials in conjunction with Magellan's credentialing criteria.

Q. How do I become recredentialled with Magellan?

A. Magellan sponsors the online universal credentialing process offered by the Council for Affordable Quality Healthcare (CAQH) as the easiest way practitioners can support successful and timely recredentialing. Please be sure to give Magellan access to your credentialing information and to review, update and attest to the accuracy and completeness of the application and all associated supplemental documents. Call the CAQH Help Desk at 1-888-599-1771 for answers to your questions related to the CAQH application or website.

Depending on your particular situation, Magellan may require additional documentation in order to complete the recredentialing process. Please comply with requests from Magellan in a timely and complete manner to avoid placing your network participation status at risk.

Q. What does the recredentialing process include?

A. The recredentialing process includes, but is not limited to:

- *Application review* – We confirm that you have completed all portions of the application and have submitted all required supporting documents.
- *Credentials verification* – We review and verify the information including, but not limited to, the status of your license, malpractice insurance coverage, and other credentials using criteria designed to meet accreditation, regulatory and client-specified requirements
- *RNCC review* – If your credentials meet minimum standards, your application for recredentialing is sent to the Regional Network and Credentialing Committee (RNCC), which consists of Magellan clinical staff and professional peers. The RNCC reviews recredentialing applications and any additional information the RNCC may have (e.g., member complaints) subject to applicable state laws and our business needs.

Q. How will I be notified if I am recredentialled?

A. Upon successfully completion of the recredentialing process, you may receive a notification letter. If you are not notified, you can assume your credentials were

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approved.

Q. Will I be notified if I am not recredentialed for the Magellan provider networks?

A. Yes. You will receive a letter explaining why your recredentialing application could not be accepted along with steps to take if you choose to contest the determination.

Q. Why do I have to undergo the recredentialing process?

A. As a condition of your provider agreement, you must undergo recredentialing review at least every three years. This process not only supports maintaining provider network quality, but is mandated by clients, regulators and accrediting bodies.