

Nebraska MCOs Provider Training

Credential.
Search. Transform. Verify.

Per the Managed Care Organizations (MCOs) contracts with Nebraska Department and Health and Human Services there are upcoming changes to the way MCOs provide credentialing services. The Nebraska MCOs have contracted with Verisys (formerly Aperture Credentialing), a well-known name to the industry for some components of this process. The Nebraska MCOs are Molina Healthcare, Nebraska Total Care and UnitedHealthcare.

The MCO's in partnership with Verisys will be hosting provider training for Centralized Credentialing. All trainings will be one hour, virtual sessions and will occur on the following dates and times:

December 4, 2024 at 9.30 am CST

December 10, 2024 at 1 pm CST

January 15, 2024 at 3 pm CST



Nebraska MCOs



[Join our network -
MolinaHealthcare.com](https://www.molinahealthcare.com)



[Join our network -
NebraskaTotalCare.com](https://www.nebraskatotalcare.com)



[Join our network - Medical
providers | UHCprovider.com](https://www.uhcprovider.com)



[Nebraska DHHS
Medicaid Provider
Screening and
Enrollment](#)



Benefits of Nebraska MCOs Centralized Credentialing

Synchronizes Primary Source Verification

Reduces completion time of applications

Streamlines communication between the MCOs, Verisys and practitioners

Verisys follows up on applications not submitted or submitted as incomplete

One credentialing application submitted for all MCOs

Verisys Company Overview



Meet Verisys



8 M+

Providers Monitored
Annually Across All
Taxonomies

2.2 M+

Credentialing Events
Annually

150+

Health Plans &
Managed Medicaid

Better Healthcare Through Data

- **Largest Credential Verification Organization** enabling compliant provider networks and directories for healthcare organizations.
- **Founders of FACIS** largest provider of Healthcare Sanction data in the United States.
- **Innovating Compliance** leading the way on the future of compliance and how providers will be verified and monitored in real time.



Industry Best CVO Services

NCQA Accredited Since 2008

Three CORE standards that must be met.

Categories include:

- Written Policies and Procedures
- Process for Internal Continuous Quality Improvement
- Quality Improvement
- Protecting Credentialing Information

Verisys is fully Certified by NCQA

for **11 out of 11 verification**

services. Each certification has its own standards that must be met:

- Medical Board Sanctions
- Medicaid/Medicare Sanctions
- Ongoing Monitoring
- License to practice
- Malpractice Claims History
- DEA Registration
- Work History
- Practitioner Application Processing
- Education and Training
- CVO Application and Attestation Content
- Board Certification

URAC Accredited Since 2009 40 CORE

standards that must be met. Categories

include:

- Org Structure
- Policies and Procedures
- Regulatory Compliance
- Inter-Departmental Coordination
- Marketing and Sales Communications
- Business Relationships
- Information Management and Security
- Quality Management
- Staff Qualifications and Management
- Consumer Protection and Empowerment

14 additional CORE CVO specific

standards. Categories include

- Organizational Requirements
- Credentials Verification Process
- Data Integrity
- Credentials Verification Communications
- On-Site Review



Credentialing Process Flow



Credentialing and Primary Source Verification

Step 1

- Provider outreach to Managed Care Organization to begin contracting and credentialing
- Provider may alternatively use the Verisys landing page* / centralized link to be directed to CAQH or download form
- Provider instructs MCO(s) that CAQH is completed
- MCO validates CAQH application is complete, attested, and accessible by MCO
- The MCO submits a work order to Verisys
- Verisys intakes the work order to start the provider in the primary source verification process



Step 2

- Primary Source Verification (PSV) is started once the application is received and deemed complete
- Verisys may reach out to the provider to obtain materials required to perform full Primary Source Verification (PSV)
- Once PSV is complete, Verisys sends the results back to the MCOs



Step 3

- The MCOs will conduct Committee review and renders decisions.
- The MCOs will notify the practitioners of the results and handle administrative denials.
- The MCOs will handle reconsiderations.
- The MCOs will add the approved providers to their monthly network roster with compliance dates required for future recredentialing activity.



Re-Credentialing and Primary Source Verification

Step 1

- The MCOs submit a monthly roster to Verisys
- Verisys intakes the network rosters and conducts an overlap to align common providers
- Verisys identifies the earliest recredentialing date for the aligned providers and creates a work order to start the recredentialing process based on an agreed schedule

Step 2

- If CAQH is not up to date, attested, or available to MCO, Verisys sends the provider instructions on completing the credentialing application
- Primary Source Verification (PSV) is started once the application is received and deemed complete
- Verisys sends reminders every 15 days

Step 3

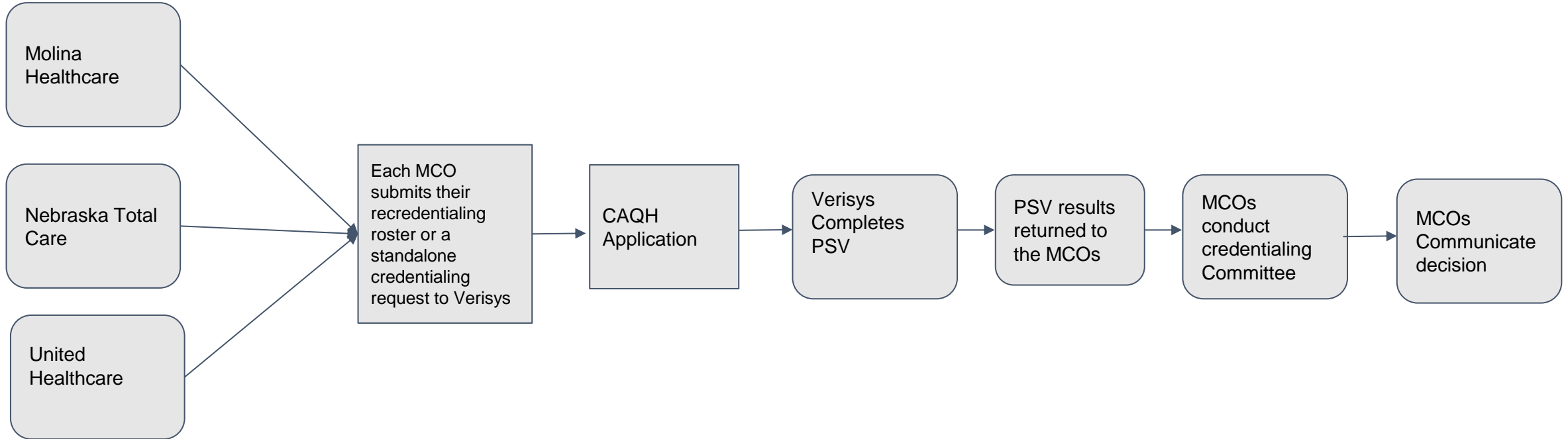
- Verisys may reach out to the provider to obtain materials required to perform full Primary Source Verification (PSV)
- Once PSV is complete, Verisys returns the results to the MCOs
- Verisys allows configurable timeframes for an application to be submitted before the provider is considered a non-responder

Step 4

- The MCO's Credentialing Committee conducts the review
- The MCOs notify the provider of an administrative denials or denials for cause
- MCOs manage the appeals for denial for cause
- The MCO adds the compliance dates to their monthly network roster required for future recredentialing activity.
- Recredentialing will be synchronized for MCOs.



Application Process Flow



Provider Communication



Practitioner Application Gather Letter – will replace visual with state approved letter

- Letter is mailed at the time the work order is started with Verisys
- Directions are provided regarding CAQH ProView and other options as needed
- Participating MCOs will be reflected in the upper right-hand section of the letter



Credentials Request For:

[PP_NAME]
[CC-ATTN]
[CC_ADDR2]
[CC_ADDR1]
[CC_CITY, CC_STATE, CC_ZIP]

Client Requesting Information:

[Name of Client]

CAQH Provider ID #: [insert #]
<https://proview.caqh.org/>

[Date]

Dear: [PP_NAME],

Thank you for your interest in network participation with one or more of the Nebraska Managed Care Organizations, comprised of; Molina Healthcare, Nebraska Total Care, and United Healthcare. Nebraska MCOs have partnered with Verisys, formerly Aperture Health, a national credentials verification organization, to manage credentialing for our network providers. This letter serves as notification that Nebraska MCOs are requesting your response for credentialing.

Nebraska MCOs participates with The Council for Affordable Quality Healthcare (CAQH) ProView. Please check below to see if there is action you need to take on CAQH.

Please log in to CAQH to verify the following steps are complete:

- Ensure your information is current on CAQH.
- Confirm your provider status is at Re-Attestation.
- Authorize [Client Name] to receive your provider data from CAQH.

If you are a first-time user or would like to learn more about CAQH and the ProView™ program, visit the CAQH website at <https://proview.caqh.org/> to view an online demonstration for the application process. Alternatively, you may call the CAQH Help Desk | at 1-888-599-1771.

Confidentiality Notice:
The documents accompanying this communication contain confidential information. This information is intended only for use by the individual or entity named on this communication. The recipient of this information is prohibited from disclosing this information to any other unauthorized party. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this communication in error, please notify the sender immediately to arrange for return of these documents.

verisys.com 9960 Corporate Campus Dr. Suite 3000 Louisville, KY 40223 USA



Alternatively, you may call Verisys Customer Service at 1-855-743-6161 and request a paper application. Once you have completed the paper application, you may submit the application, supporting documents, and this cover page to Verisys utilizing one of the following options:

- Mail: Verisys PO Box 221049, Louisville, KY 40252-1049
- Fax: 866-293-0421
- Upload: <https://outreach.aperturecvo.com>
Use Access Code: aperture

After your application is submitted on CAQH, Verisys will perform primary source verification of your credentials. You may receive a request from Verisys for possible missing information or expired documents. If you have any questions regarding the primary source verification process or how to upload documents, you may contact Verisys Customer Service at 1-855-743-6161.

Business hours are from 7:00 a.m. to 7:00 p.m. CST Monday - Friday.

Failure to respond to this request will jeopardize the ability to finalize your credentialing application. Thank you for your cooperation in completing this important requirement for participation with one or more of the Nebraska MCOs.



Confidentiality Notice:
The documents accompanying this communication contain confidential information. This information is intended only for use by the individual or entity named on this communication. The recipient of this information is prohibited from disclosing this information to any other unauthorized party. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this communication in error, please notify the sender immediately to arrange for return of these documents.

verisys.com 9960 Corporate Campus Dr. Suite 3000 Louisville, KY 40223 USA



Practitioner Centralized Recredentialing Announcement

- Placeholder-
Recredentialing
Communication.....
(Plan/ Alliance language)
- Reference to summer Recred
dates: Feb communication for
July Committee date.



Centralized Credentialing Announcement

Centralized Credentialing for Nebraska Medicaid is coming soon! Nebraska Medicaid approved the Centralized Verification Organization (CVO) selection by the three Nebraska managed care organizations (Nebraska Total Care, Molina Healthcare and United Healthcare Community Plan) of the shared CVO vendor, Verisys.

Beginning January 1, 2025, providers seeking initial credentialing with any managed care organization for Nebraska Medicaid will use the newly implemented centralized credentialing process along with an NCQA certified Centralized Verification Organization (CVO). The CVO, Verisys, will conduct one streamlined verification process for all three Nebraska Managed Care Organizations (MCO). A Centralized Credentialing system eliminates the need to perform a unique credentialing process with each MCO and is in alignment with the State of Nebraska's intent is to alleviate the duration and reduce administrative burdens of the MCO specific credentialing processes.

Providers required to participate with the centralized credentialing process are Medical, Behavioral Health, Substance Use/Abuse and Dental providers. If the MCO delegates credentialing to a national vendor e.g. physical health, routine vision, pharmacy, non-emergency medical transportation (NEMT) providers or other entities including Independent Physician Practice Associations (IPA) and Physician Hospital Organizations (PHO) who hold delegated credentialing agreements, these vendors and delegates will be excluded from the centralized CVO.

Recredentialing will begin later in 2025. The CVO will perform recredentialing for providers every three (3) years unless the provider is credentialed by a Nebraska approved vendor or delegated credentialing entity. Providers identified for credentialing will receive notification from Verisys by letter, which is sent to the providers "mail to" address on their provider record. A letter will be generated six months in advance of the recredentialing due date alerting you to the start of the recredentialing process.

This process adheres to NCQA and CMS federal guidelines for both processes and the types of providers who are subject to the credentialing process. The following items are required to begin the credentialing process:

- A completed CAQH application, include Attestation Statement
- Current medical license, when applicable
- Current DEA certificate, when applicable
- Current professional liability insurance

The CVO will verify using primary sources licensure, education and training, board certification and malpractice claims history.

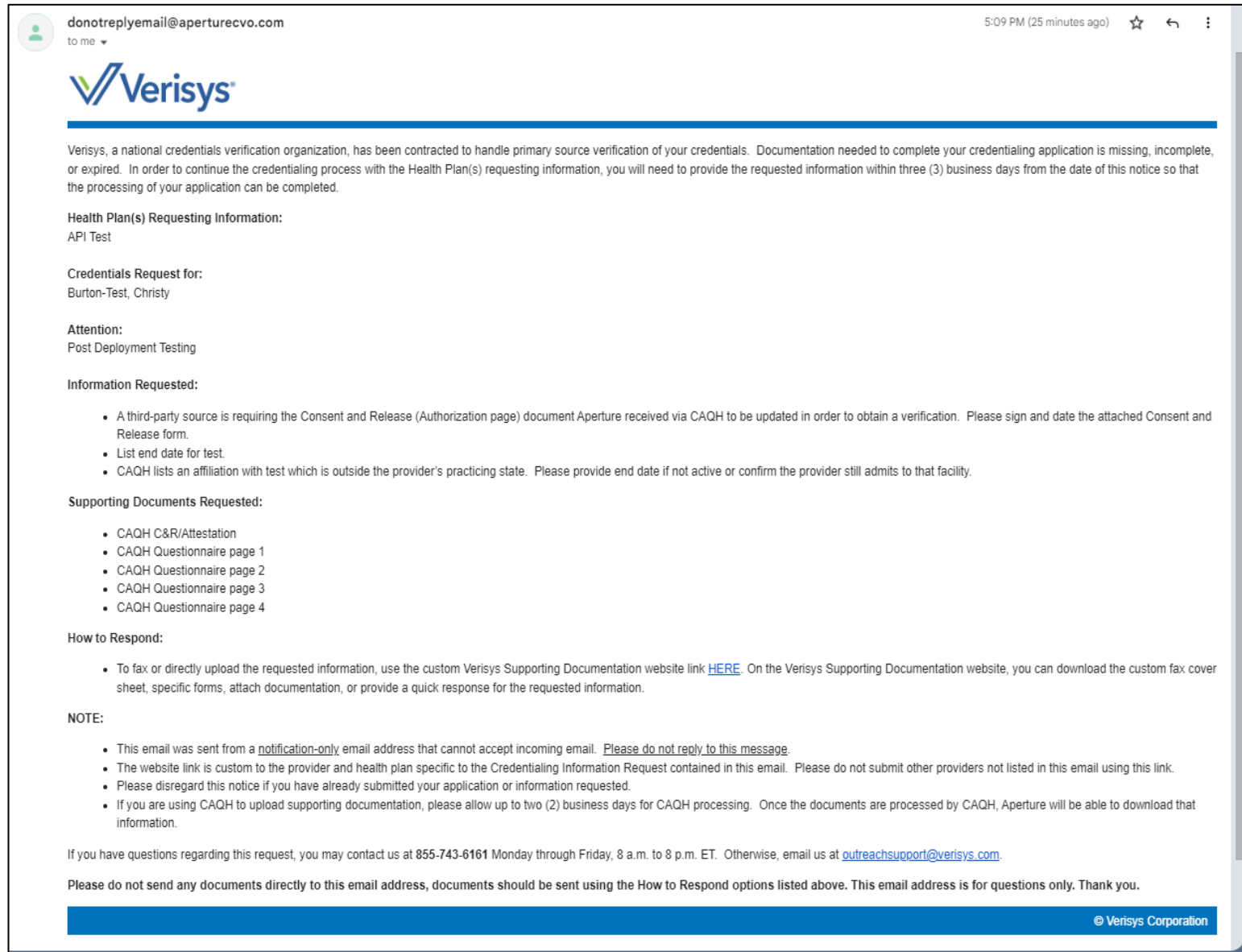


Verification Coordinator Outreach



Verification Coordinator Email Outreach

- Verisys will send the practitioner an email for any missing or clarifying information that is needed to complete the primary source verification request
- The email will contain the name of the client (s) that the credentialing request will support
- Purpose of the request is detailed in the body of the email



The screenshot shows an email from donotreplyemail@aperturecvo.com to me. The email is from Verisys and contains the following text:

Verisys, a national credentials verification organization, has been contracted to handle primary source verification of your credentials. Documentation needed to complete your credentialing application is missing, incomplete, or expired. In order to continue the credentialing process with the Health Plan(s) requesting information, you will need to provide the requested information within three (3) business days from the date of this notice so that the processing of your application can be completed.

Health Plan(s) Requesting Information:
API Test

Credentials Request for:
Burton-Test, Christy

Attention:
Post Deployment Testing

Information Requested:

- A third-party source is requiring the Consent and Release (Authorization page) document Aperture received via CAQH to be updated in order to obtain a verification. Please sign and date the attached Consent and Release form.
- List end date for test.
- CAQH lists an affiliation with test which is outside the provider's practicing state. Please provide end date if not active or confirm the provider still admits to that facility.

Supporting Documents Requested:

- CAQH C&R/Attestation
- CAQH Questionnaire page 1
- CAQH Questionnaire page 2
- CAQH Questionnaire page 3
- CAQH Questionnaire page 4

How to Respond:

- To fax or directly upload the requested information, use the custom Verisys Supporting Documentation website link [HERE](#). On the Verisys Supporting Documentation website, you can download the custom fax cover sheet, specific forms, attach documentation, or provide a quick response for the requested information.

NOTE:

- This email was sent from a notification-only email address that cannot accept incoming email. Please do not reply to this message.
- The website link is custom to the provider and health plan specific to the Credentialing Information Request contained in this email. Please do not submit other providers not listed in this email using this link.
- Please disregard this notice if you have already submitted your application or information requested.
- If you are using CAQH to upload supporting documentation, please allow up to two (2) business days for CAQH processing. Once the documents are processed by CAQH, Aperture will be able to download that information.

If you have questions regarding this request, you may contact us at 855-743-6161 Monday through Friday, 8 a.m. to 8 p.m. ET. Otherwise, email us at outreachsupport@verisys.com.

Please do not send any documents directly to this email address, documents should be sent using the How to Respond options listed above. This email address is for questions only. Thank you.


© Verisys Corporation



Verification Coordinator Email Outreach-continued

- The email will provide instructions to upload the requested documentation directly back to the open work order

Supporting Documentation



Credentials Request for:
Burton-Test, Christy

Ways to Respond:

FAX OPTION: Click the **Download** button to receive your custom fax coversheet to attach as the first page of the Information Requested or Supporting Documents Requested faxed to Verisys.

Download

Help

Fax #: 866-293-0421

- OR -

UPLOAD OPTION: Upload documents or provide a response for the Information Requested or Supporting Documents Requested on this page. Acceptable document formats to upload include: tif, jpg, pdf, gif, bmp, png, doc, docx.

Help

Information Requested	
A third-party source is requiring the Consent and Release (Authorization page) document Aperture received via CAQH to be updated in order to obtain a verification. Please sign and date the attached Consent and Release form.	Complete
List end date for test.	Upload Response
CAQH lists an affiliation with test which is outside the provider's practicing state. Please provide end date if not active or confirm the provider still admits to that facility.	Upload Response
Supporting Documents Requested	
CAQH C&R/Attestation	Download Upload Response
CAQH Questionnaire page 1	Download Upload Response
CAQH Questionnaire page 2	Download Upload Response
CAQH Questionnaire page 3	Download Upload Response
CAQH Questionnaire page 4	Download Complete



Credentialing Customer Service



Credentialing Outcomes - Customer Support

- Verisys has a dedicated customer service team sending notifications to providers regarding credentialing, answering credentialing questions, and providing general support.
- Practitioners will be instructed to contact Verisys about credentialing status and to contact the MCOs for details regarding contracting and enrollment status.



Contracting vs. Enrollment - Customer Support

Provider Contracting vs. Enrollment

MCO Contracting

The credentialing process is separate from the contracting process. Providers will still need to engage with the MCOs for contracting needs and provide any additional information to complete the credentialing process.

Provider Enrollment

Providers enrolling in NE Medicaid must still follow the processes as provided by Maximus (the MLTC Provider Screening and Enrollment contractor) at 1-844-374-5022 or by visiting (nebraskamedicaidproviderenrollment.com).



Closing and Q&A





Thank You