

# Provider Network Credentialing & Enrollment

## Provider Network Credentialing & Enrollment Overview

The Credentialing team is an integral part of the Provider Network Department as this team guides providers through the multifaceted process toward a provider service contract. All providers must be credentialed in order to have a contract and provide services to Partners consumers. The steps in the process are as follows:

- Step 1 - Request for Nomination
- Step 2 - Credentialing
- Step 3 - AlphaMCS Enrollment
- Step 4 - Contract

## Frequently Asked Questions and Answers

**Q: What is a Request for Nomination?**

A: This is a request for a contract within the Partners' Provider Network

**Q: If I'm an "In Network Provider Agency" and want to request a new site or service, what do I do?**

- Complete [the Partners Provider Change Form](#)
- Request updates or changes, including adding or removing a licensed practitioner currently credentialed with Partners by completing the [Provider Change Form](#) and when applicable, the [Release and Consent for Background Form](#).
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**Q: What if I'm an "Out of Network Provider Agency" seeking to join the Partners Provider Network?**

A: Frequently check the [Request for Proposals](#) page for network expansion opportunities.

**Q: *What kind of information is required in a Credentialing application?***

- Complete Application (All blanks completed)
- Releases/Attestations Signed
- Insurance Coverage Certificate (with required limits)
- License (as required)
- CABHA (as required)
- Accreditation Certificates (as necessary)
- Organizations Chart/Human Rights Committee (agency only)
- References
- W-9

## Frequently Asked Questions and Answers (continued)

### Q: What is the Recredentialing process?

A: In an effort to ensure that provider credentialing does not expire resulting in a contract termination or interruption of services, Partners will notify individual clinicians, agency providers and contracted Licensed Independent Practitioners (LIP) six months prior to the expiration of their credentialing. Providers will receive another credentialing notice 90 days prior to the expiration of credentialing. In addition, agency and LIP providers will receive a contract warning letter 90 days before the credentialing expiration date if a **COMPLETE** recredentialing application has not been received by Partners' Credentialing Department. The warning letter will include a final date in which the complete application must be turned in or Partners will begin the contract termination process. Failure to meet the final deadline will result in contract termination for agency and LIP providers and expiration of credentials resulting in removal from Partners network for associated clinicians. Contract termination notification letters will be sent to the provider and to all active consumers of the agency or contracted LIP. This process is intended to ensure that Partners' consumers continue to receive needed services and are transitioned to another provider if necessary when their current provider will not be renewing their contract with Partners. Partners encourages all providers to begin the recredentialing process six months before their credentialing expires to avoid any disruption in services.

### Q: What is the role of the Enrollment team?

- Verify that a provider is credentialed
- Verify that a provider is enrolled in NC Tracks
- Load AlphaMCS

## Important Links

You can access Partners' Provider Knowledge Base by visiting

<https://providers.partnersbhm.org/provider-enrollment-credentialing/>

You can access Partners' Provider Knowledge Base and explore alpha and the provider portal here: <https://providers.partnersbhm.org/alphamcs-zixmail-sign/>

## How to Contact the Provider Network Credentialing or Enrollment Team:

- [enrollment@partnersbhm.org](mailto:enrollment@partnersbhm.org)
- Credentialing Department at [credentialingteam@partnersbhm.org](mailto:credentialingteam@partnersbhm.org) or call 704-842-6483.