March 26, 2020

COVID 19 Credentialing/PDM FAQs

**Question:** Will the Expedited Processing of Reciprocal License of RN Applications order have an impact on CCA’s RN credentialing process? This order states that the Board of Registration in Nursing implemented this plan to expedite the processing of reciprocal license applications for nurses that are licensed in another jurisdiction to meet emergent needs in Massachusetts in the event of a declared public health emergency.

**Answer:** No, this will not have an impact on our process as RNs are on our list of providers that do not require credentialing (see below).
- Pathology
- Anesthesiology
- Radiation/Radiology
- Emergency Room/Emergency Medicine
- Blood Banking Transfusion
- Hospitalist
- Nurse Midwife
- Registered Nurse
- Optician
- Covering Providers

**Question:** Will the new Order of the Commissioner of Public Health regarding the flexible reassignment of Physician Assistants (PAs) have an impact on our credentialing process? This order states that employers of Physician Assistants in good standing may designate a new supervising physician for any PA as necessary to maximize health care provider availability and to respond to increased healthcare needs during the state of emergency.

**Answer:** No, this will not have an impact on how we credential a Physician Assistant as it is an internal decision made by the group/facility to reassign the supervising provider of a Physician Assistant. If we have the paperwork identifying the supervising provider at the point of initial and recredentialing, then we comply.

**Question:** Will the new Expedited Credentialing order impact our credentialing process? This new order states that all hospitals and facilities licensed or operated by DPH immediately implement expedited credentialing procedures pursuant to the hospital’s or facility’s emergency management plan in order to process applications from licensed independent practitioners seeking to practice at the hospital or facility during the time of the public health emergency.

**Answer:** No, this will not impact our credentialing process of external applicants. We require a provider to have hospital privileges and we receive this document directly from the facility or the individual provider. We have delegated the credentialing function to most of our contracted hospitals. The large provider groups that we are affiliated with will need to ensure that the providers that join their groups have these privileges. The individual provider will work with the hospital to obtain hospital privileges.
Question: Are there any 15-minute billing codes that Behavioral Health providers can utilize for Telehealth during COVID-19?

Answer: CCA will cover the following codes for Behavioral Health provider contact with a member via telephone. Providers must include the Place of Service code 02 when submitting a claim for service delivered.

- H2019 - Therapeutic Behavioral Services, per 15 minutes