



# SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services  
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

## PROVIDER CREDENTIALING & RE-CREDENTIALING CRITERIA

### MEDICAID & IPRS (STATE FUNDS)

P.O. Box 9, West End, NC 27376  
24-Hour Access to Care Line: 800-256-2452  
TTY: 1-866-518-6778 or 711  
Serving Anson, Guilford, Harnett, Hoke, Lee, Montgomery,  
Moore, Randolph & Richmond Counties



# Provider Credentialing & Re-Credentialing Criteria

## Agency/Facility Credentialing Criteria

- The agency/facility must be established as a legally recognized entity in the United States and registered to do business as a corporate entity in the State of North Carolina
- The agency/facility must have a National Provider Indicator (NPI) number for all services that are Medicaid reimbursable
- The agency/facility must have a Federal Tax Identification number
- Attest that staff meet the requirements specified in the attached definitions as required in the service specific credentialing criteria (attached)
- Agencies are responsible for supervising their own staff
- Attest to compliance with service specific credentialing criteria
- Not have current or previous censures, sanctions or exclusions from participation in the Medicare and Medicaid programs
- Agency/facility Insurance Requirements: **An original** "Certificate of Liability Insurance" demonstrating proof of compliance with insurance requirements. The following requirements are reflected in the Sandhills Center Service Agreement document.

## **Provider shall have:**

- Professional Liability: The CONTRACTOR shall purchase and maintain professional liability insurance protecting the CONTRACTOR and any employee performing work under the Contract for an amount of not less than \$1,000,000.00 per occurrence and proof of coverage at or exceeding \$3,000,000.00 in the annual aggregate. In the event that the CONTRACTOR discovers that a claim, suit of criminal/administrative proceeding has been brought or may be brought against the CONTRACTOR and/or Practitioner relating to the quality of services provided under this Agreement, then CONTRACTOR shall notify LME-MCO within ten (10) days and LME-MCO will determine whether to terminate this Agreement.
- Comprehensive General Liability: Bodily Injury and Property Damage Liability Insurance shall protect the CONTRACTOR and any employee performing work under the Contract from claims of Bodily Injury or Property Damage, which may arise from operations under the Contract. The amounts of such insurance shall not be less than \$1,000,000.00 per Occurrence/\$3,000,000.00 per Aggregate/\$1,000,000.00 Personal and Advertising Injury/\$50,000.00 Fire Damage. The insurance shall not include exclusion for contractual liability.
- Automobile Liability: Automobile Bodily Injury and Property Damage Liability Insurance covering all owned, non-owned, and hired automobiles for limits of not less than \$1,000,000.00 each person and \$1,000,000.00 each occurrence of Bodily Injury Liability and \$1,000,000.00 each occurrence of Property Damage Liability. Policies written on a combined single limit basis should have a limit of not less than \$1,000,000.00.
- Workers' Compensation and Occupational Disease Insurance: Insurance Coverage must meet the statutory requirements of the State of North Carolina; and Employer's Liability Insurance for an amount of not less than: Bodily Injury by Accident \$100,000.00 each Accident, Bodily Injury by Disease \$100,000.00 each Employee, and Bodily Injury by Disease \$500,000.00 Policy Limit.
- Certificate of Coverage: The CONTRACTOR shall provide the LME-MCO with Certificates of Insurance Coverage consistent with the Contract within thirty (30) days following the effective date of the Contract and on an annual basis within ten (10) days of the anniversary date of the Contract, and shall provide a new Certificate within ten (10) days of the expiration date if the Insurance Certificate expires during the contract period. Certificates shall contain the provision that the LME-MCO is given thirty (30) days written notice of any intent to amend or terminate by either the CONTRACTOR or the insurance company. The CONTRACTOR shall notify the LME-MCO of any cancellation or material change, within forty-eight (48) hours, and within ten (10) days of any change in insurance provider during the period of the Contract. If the CONTRACTOR changes insurance providers during the performance period of the Contract, the CONTRACTOR shall provide evidence to the LME-MCO that the LME-MCO will be

indemnified to the limits specified above for the entire performance period of the Contract, either under the policy or a combination of old and new policies.

Licensed Practitioners who do not employ any staff shall not be required to obtain Worker's Compensation or Employer's Liability Insurance. Licensed Practitioners who certify in writing that they do not transport clients shall not be required to obtain Automobile Liability Insurance. Sandhills Center shall review its insurance limits annually and revise them as needed. Sandhills Center shall require all Network Providers to obtain coverage that cannot be suspended, voided, canceled or reduced unless the carrier gives 30-days prior written notice to Sandhills Center. Sandhills Center shall require Network Providers to submit certificates of coverage to Sandhills Center. Upon DHB's request, Sandhills Center shall submit copies of these certificates to DHB.

## **Agency/Facility Re-Credentialing Criteria**

For Sandhills Center to re-credential a participating provider agency/facility, the provider must:

- Meet applicable Credentialing Criteria\*
- Submit a re-credentialing application updating any information that is subject to change (example, licensure, board certification, liability claims history, disciplinary actions)
- Must be in good standing with Sandhills Center as demonstrated by:
- No current or previous censures, sanctions or exclusions from participation in the Medicare and Medicaid Programs.
- No unresolved Plans of Correction with the LME-MCO or regulatory agencies, and
- LME-MCO has no identified concerns related to timely reporting and response to incidents or grievances.
- Agency/Facility must furnish a completed original signed and dated W9 Tax Payer Request for tax ID # and Certification

\*Refer to Service Specific Credentialing Criteria

## **Individual Practitioner Credentialing Criteria**

- Has an active license and/or certification in good standing with the appropriate governing authority in the state of North Carolina
- Has a National Provider Identifier (NPI) number
- If a Doctor of Medicine has a DEA number
- Provides social security number or federal tax ID number
- Provides or has a written agreement with another entity for access to 24-hour coverage for emergency service. If a written agreement with another provider has been established the provider must be credentialed, be a member of the Sandhills Center Network, and have an equivalent degree, license, or higher

- **Insurance Requirements:**

The CONTRACTOR shall purchase and maintain insurance as listed below from a company, which is licensed and authorized to do business in the State of North Carolina by the North Carolina Department of Insurance. Insurance policies shall require that the coverage cannot be suspended, voided, canceled or reduced in coverage or limits without thirty (30) days prior notice to the LME-MCO. Any loss of insurance shall be the basis of a payback to the LME-MCO for services billed during this period and may result in the termination of this Contract. All insurance requirements of this Contract must be fully met unless specifically waived in writing by LME-MCO.

- a. Professional Liability: The CONTRACTOR shall purchase and maintain professional liability insurance protecting the CONTRACTOR and any employee performing work under the Contract for an amount of not less than \$1,000,000.00 per occurrence and proof of coverage at or exceeding \$3,000,000.00 in the annual aggregate. In the event that the CONTRACTOR discovers that a claim, suit of criminal/administrative proceeding has been brought or may be brought against the CONTRACTOR and/or Practitioner relating to the quality of services provided under this Agreement, then CONTRACTOR shall notify LME-MCO within ten (10) days and LME-MCO will determine whether to terminate this Agreement.
- b. Comprehensive General Liability: Bodily Injury and Property Damage Liability Insurance shall protect the CONTRACTOR and any employee performing work under the Contract from claims of Bodily Injury or Property Damage, which may arise from operations under the Contract. The amounts of such insurance shall not be less than \$1,000,000.00 per Occurrence/\$3,000,000.00 per Aggregate/\$1,000,000.00 Personal and Advertising Injury/\$50,000.00 Fire Damage. The insurance shall not include exclusion for contractual liability.
- c. Automobile Liability: Automobile Bodily Injury and Property Damage Liability Insurance covering all owned, non-owned, and hired automobiles for limits of not less than \$1,000,000.00 each person and \$1,000,000.00 each occurrence of Bodily Injury Liability and \$1,000,000.00 each occurrence of Property Damage Liability. Policies written on a combined single limit basis should have a limit of not less than \$1,000,000.00. Automobile Liability may be waived if the CONTRACTOR certifies to the LME-MCO in writing that an automobile is not used as part of their business. If the CONTRACTOR intends to use the CONTRACTOR'S automobile for business, the CONTRACTOR must immediately notify the LME-MCO (prior to the change) of the intent and provide the required certificate of coverage.
- d. Workers' Compensation and Occupational Disease Insurance: CONTRACTOR with three (3) or more employees shall secure Worker's Compensation and Occupational Disease Insurance. The insurance coverage must meet the statutory requirements of the State of North Carolina; and Employer's Liability Insurance for an amount of not less than: Bodily Injury by Accident \$100,000.00 each Accident, Bodily Injury by Disease \$100,000.00 each Employee, and Bodily Injury by Disease \$500,000.00 Policy Limit.
- e. Certificate of Coverage: The CONTRACTOR shall provide the LME-MCO with Certificates of Insurance Coverage consistent with the Contract within thirty (30) days following the effective date of the Contract and on an annual basis within ten (10) days of the anniversary date of the Contract, and shall provide a new Certificate within ten (10) days of the expiration date if the Insurance Certificate expires during the contract

period. Certificates shall contain the provision that the LME-MCO is given thirty (30) days written notice of any intent to amend or terminate by either the CONTRACTOR or the insurance company. The CONTRACTOR shall notify the LME-MCO in writing of any cancellation or material change, within forty-eight (48) hours, and within ten (10) days of any change in insurance provider during the period of the Contract. If the CONTRACTOR changes insurance providers during the performance period of the Contract, the CONTRACTOR shall provide evidence to the LME-MCO that the LME-MCO will be indemnified to the limits specified above for the entire performance period of the Contract, either under the policy or a combination of old and new policies.

- Provider makes available information on office hours, clinical specialty areas, languages spoken, and special accommodations
- Attests to compliance with service specific criteria
- Not have current or previous censures, sanctions or exclusions from participation in the Medicare and Medicaid programs
- Licensed Practitioners who do not employ any staff shall not be required to obtain Worker's Compensation or Employer's Liability Insurance. Licensed Practitioners who certify in writing that they do not transport clients shall not be required to obtain Automobile Liability Insurance. Sandhills Center shall review its insurance limits annually and revise them as needed. Sandhills Center shall require all Network Providers to obtain coverage that cannot be suspended, voided, canceled or reduced unless the carrier gives 30-days prior written notice to Sandhills Center. Sandhills Center shall require Network Providers to submit certificates of coverage to Sandhills Center. Upon DHB's request, Sandhills Center shall submit copies of these certificates to DHB.

## **Individual Practitioner Re-Credentialing Criteria**

For Sandhills Center to re-credential a participating individual practitioner as a provider, the provider must:

- Meet outpatient services criteria \*
- Submit a re-credentialing application updating any information that is subject to change (ex. licensure, board certification, professional liability claims history, disciplinary actions)
- Not have current or previous censures, sanctions or exclusions from participation in the Medicare and Medicaid programs.
- Individual Practitioner must furnish a completed original signed and dated W9 Tax Payer Request for Tax ID # and Certification

- **Insurance Requirements:**

The CONTRACTOR shall purchase and maintain insurance as listed below from a company, which is licensed and authorized to do business in the State of North Carolina by the North Carolina Department of Insurance. Insurance policies shall require that the coverage cannot be suspended, voided, canceled or reduced in coverage or limits without thirty (30) days prior notice to the LME-MCO. Any loss of insurance shall be the basis of a payback to the LME-MCO for services billed during this period and may result in the termination of this Contract. All insurance requirements of this Contract must be fully met unless specifically waived in writing by LME-MCO.

- a. Professional Liability: The CONTRACTOR shall purchase and maintain professional liability insurance protecting the CONTRACTOR and any employee performing work under the Contract for an amount of not less than \$1,000,000.00 per occurrence and proof of coverage at or exceeding \$3,000,000.00 in the annual aggregate. In the event that the CONTRACTOR discovers that a claim, suit of criminal/administrative proceeding has been brought or may be brought against the CONTRACTOR and/or Practitioner relating to the quality of services provided under this Agreement, then CONTRACTOR shall notify LME-MCO within ten (10) days and LME-MCO will determine whether to terminate this Agreement.
- b. Comprehensive General Liability: Bodily Injury and Property Damage Liability Insurance shall protect the CONTRACTOR and any employee performing work under the Contract from claims of Bodily Injury or Property Damage, which may arise from operations under the Contract. The amounts of such insurance shall not be less than \$1,000,000.00 per Occurrence/\$3,000,000.00 per Aggregate/\$1,000,000.00 Personal and Advertising Injury/\$50,000.00 Fire Damage. The insurance shall not include exclusion for contractual liability.
- c. Automobile Liability: Automobile Bodily Injury and Property Damage Liability Insurance covering all owned, non-owned, and hired automobiles for limits of not less than \$1,000,000.00 each person and \$1,000,000.00 each occurrence of Bodily Injury Liability and \$1,000,000.00 each occurrence of Property Damage Liability. Policies written on a combined single limit basis should have a limit of not less than \$1,000,000.00. Automobile Liability may be waived if the CONTRACTOR certifies to the LME-MCO in writing that an automobile is not used as part of their business. If the CONTRACTOR intends to use the CONTRACTOR'S automobile for business, the CONTRACTOR must immediately notify the LME-MCO (prior to the change) of the intent and provide the required certificate of coverage.
- d. Workers' Compensation and Occupational Disease Insurance: CONTRACTOR with three (3) or more employees shall secure Worker's Compensation and Occupational Disease Insurance. The insurance coverage must meet the statutory requirements of the State of North Carolina; and Employer's Liability Insurance for an amount of not less than: Bodily Injury by Accident \$100,000.00 each Accident, Bodily Injury by Disease \$100,000.00 each Employee, and Bodily Injury by Disease \$500,000.00 Policy Limit.
- e. Certificate of Coverage: The CONTRACTOR shall provide the LME-MCO with Certificates of Insurance Coverage consistent with the Contract within thirty (30) days following the effective date of the Contract and on an annual basis within ten (10) days of the anniversary date of the Contract, and shall provide a new

Certificate within ten (10) days of the expiration date if the Insurance Certificate expires during the contract period. Certificates shall contain the provision that the LME-MCO is given thirty (30) days written notice of any intent to amend or terminate by either the CONTRACTOR or the insurance company. The CONTRACTOR shall notify the LME-MCO in writing of any cancellation or material change, within forty-eight (48) hours, and within ten (10) days of any change in insurance provider during the period of the Contract. If the CONTRACTOR changes insurance providers during the performance period of the Contract, the CONTRACTOR shall provide evidence to the LME-MCO that the LME-MCO will be indemnified to the limits specified above for the entire performance period of the Contract, either under the policy or a combination of old and new policies.

- Provider makes available information on office hours, clinical specialty areas, languages spoken, and special accommodations

\*Refer to outpatient services credentialing criteria



## **Hospital Credentialing Criteria**

- The hospital must be accredited by The Joint Commission
- The hospital must have a National Provider Indicator (NPI) number for all services that are Medicaid reimbursable
- The hospital must have a Federal Tax Identification number
- Hospitals are responsible for credentialing and supervising their own inpatient staff. NOTE: If the Hospital has a Behavioral Health outpatient clinic it is the responsibility of the hospital to ensure that **each Practitioner** completes and submits the “Uniform Application to Participate as a Health Care Practitioner”.
- Attest to compliance with service specific credentialing criteria
- Attest to the hospital’s professional liability and claims history
- Not have current or previous censures, sanctions or exclusions from participation in the Medicare and Medicaid programs.
- Hospital Insurance Information:

**An original** “Certificate of Liability Insurance” demonstrating proof of compliance with insurance requirements. The following requirements are reflected in the Sandhills Center Service Agreement document.

- a. Professional Liability: The CONTRACTOR shall purchase and maintain professional liability insurance protecting the CONTRACTOR and any employee performing work under the Contract for an amount of not less than \$1,000,000.00 per occurrence and proof of coverage at or exceeding \$3,000,000.00 in the annual aggregate. In the event that the CONTRACTOR discovers that a claim, suit of criminal/administrative proceeding involving an LME-MCO Member has been brought or may be brought against the CONTRACTOR and/or Practitioner relating to the quality of services provided under this Agreement, then CONTRACTOR shall notify LME-MCO within ten (10) days.
- b. Comprehensive General Liability: Bodily Injury and Property Damage Liability Insurance shall protect the CONTRACTOR and any employee performing work under the Contract from claims of Bodily Injury or Property Damage, which may arise from operations under the Contract. The amounts of such insurance shall not be less than \$1,000,000.00 per Occurrence/\$3,000,000.00 per Aggregate/\$1,000,000.00 Personal and Advertising Injury/\$50,000.00 Fire Damage. The insurance shall not include exclusion for contractual liability.
- c. Automobile Liability: Automobile Bodily Injury and Property Damage Liability Insurance covering all owned, non-owned, and hired automobiles for limits of not less than \$1,000,000.00 each person and \$1,000,000.00 each occurrence of Bodily Injury Liability and \$1,000,000.00 each occurrence of Property Damage Liability. Policies written on a combined single limit basis should have a limit of not less than \$1,000,000.00.
- d. Workers' Compensation and Occupational Disease Insurance: Insurance Coverage must meet the statutory requirements of the State of North Carolina; and Employer's Liability Insurance for an amount of not less than: Bodily Injury by Accident \$100,000.00 each Accident, Bodily Injury by Disease \$100,000.00 each Employee, and Bodily Injury by Disease \$500,000.00 Policy Limit.
- e. Certificate of Coverage: The CONTRACTOR shall provide Sandhills Center with Certificates of Insurance Coverage consistent with the Contract within thirty (30) business days following the effective date of the Contract and on an annual basis within ten (10) business days of the anniversary date of the Contract, and shall provide a new Certificate within ten (10) business days of the expiration date if the Insurance Certificate expires during the Contract period. The CONTRACTOR shall notify Sandhills Center in writing of any cancellation or material change, within forty-eight (48) hours, and within ten (10) days of any change in insurance provider during the period of the Contract. If the CONTRACTOR changes insurance providers during the performance period of the Contract, the CONTRACTOR shall provide evidence to Sandhills Center that Sandhills Center will be

indemnified to the limits specified above for the entire performance period of the Contract, either under the policy or a combination of old and new policies. Notwithstanding anything to the contrary herein, the CONTRACTOR shall have the right to self-insure so long as the CONTRACTOR's self-insurance program is licensed by the Department of Insurance of the State of North Carolina and is actuarially determined sufficient to pay the insurance limits required in this paragraph.

## **Hospital Re-Credentialing Criteria**

For Sandhills Center to re-credential a participating provider hospital, the hospital must:

- Meet applicable Credentialing Criteria\*
- Submit a re-credentialing application updating any information that is subject to change (ex. licensure, board certification, liability claims history, disciplinary actions)
- The hospital must remain accredited with The Joint Commission
- Attest to the hospital's professional liability and claims history.
- Attest to compliance with service specific credentialing criteria
- Not have current or previous censures, sanctions or exclusions from participation in the Medicare and Medicaid programs
- Hospital must furnish a completed original signed and dated W9 Tax Payer Request for Tax ID # and Certification

\*Refer to Hospital Inpatient Credentialing Criteria