

NETWORK 2 PROVIDER CREDENTIAL MAINTENANCE IN NEW PERSON FILE

1. PURPOSE:

a. The purpose of this policy is to define the procedure and identify the parties for accurate update and maintenance of billable clinical providers in the New Person File at each Network 2 facility as outlined in VHA Directive 2001-013, Maintaining Provider Credential Information in Veterans health Information systems Technology Architecture (Vista) New Person File, and to ensure accurate billing and Veterans Equitable Resource Allocation (VERA).

b. The New Person File update and maintenance requires a multidisciplinary process that includes the offices of Human Resources, Credentialing and Privileging, Medical Care Cost Recovery, BVAC, MVAC, GEC, D&T and Information Services.

2. POLICY:

a. The VA Healthcare Network Upstate New York will always validate credentials through established processes, and

b. Credentials (degree or licensure) of health care providers are updated and stored in the DEGREE field in the VISTA New Person File. Credentials will be assigned and maintained according to the taxonomy set forth in VHA Directive 2001-015, as summarized in Attachment A.

c. An accurate list of the names and their associated credentials (licensure or degree) of all billable providers will be developed and data maintained in the New Person File of VISTA. This enables VA staff and insurance companies to validate that the services reported are performed by authorized providers.

3. RESPONSIBILITIES:

a. Credentialing and Privileging, Human Resources and Carelines will share in the responsibility of obtaining and verifying the educational degree information for all clinical and administrative health care providers that enter into employment at the VA. C&P is responsible for all staff that is credentialed by their office. Human Resources is responsible for all staff that are not credentialed by C&P. Carelines are responsible for all contract and delegated staff. Health Care Provider positions are defined in Attachment A.

b. Local Care Line Managers are responsible for assuring that the computer access request process is completed in a timely manner with full completion of the system access request form. Initiation of computer access requests may be delegated to appropriate staff, and a process should be in place to assure that incomplete access

request forms are not forwarded to the SAA for VISTA account creation. Each Care Line will identify a Person-Class Edit representative who will review system access requests for completeness prior to delivery to IS.

c. The person class designee for editing at each site is responsible for reviewing and correcting the person class entries in VISTA. They will complete the monthly certification form, which addresses all staff changes, and submit to the Care Line Manager for review/approval. The person class designee for editing will also complete quarterly reviews from a quarterly list of all active staff in the system.

d. Knowledge Management Office is responsible for providing a quarterly list to care line designees for editing

e. MCCF will work with care line person class designee for editing, Human Resources and Credentialing and Privileging to ensure that all billable providers have the required information to submit for reimbursement.

4. PROCEDURES:

New Hires:

a. Human Resources, C&P and Carelines, in relation to their respective responsibilities as outlined in 2a, will initiate an Outlook message using a custom form as seen in Attachment B prior to the employee's starting date. The message will be sent to the site's care line designee for editing and pharmacy contact. The site contact list is in Attachment C.

b. Care Line designee for editing will complete the person class designation and will either complete the system access form or forward the e-mail to appropriate staff within their care line or who will assist in completing the system access request form. Once the system access request form is completed it will be forwarded to the appropriate approving authority within the care line.

c. Once the System Access Administrator (SAA) receives the information they will process based on priority; urgent requests processed within 24 hours; routine requests processed within 3 working days; low priority requests processed within 5 working days. If information is incorrect or missing, they will contact the appropriate care line designee for editing to resolve issues.

d. On a monthly basis, each of the five care line/service line designees for editing will prepare a list, based on information provided to them from HR & C&P, of staff changes within their care line and forward to their Local Care Line Manager, using the form in Attachment D.

e. Local Care Line Managers will certify the information in the VISTA system is correct and report to Local Leadership Council as per Directive 2002-056.

f. KMO will provide a quarterly report to each care line designee for editing. Information on this list will include, staff name, care line, facility, person class designation, degree, title, and service/section.

g. Care Line Designee for editing will review quarterly report provided by KMO to ensure that movements and changes are also being captured.

Residents:

a. A list is provided to each facility notifying the medical center of new resident rotations. Human Resources will forward a hard copy of that list to each care line/service line designee for editing and Pharmacy in applicable facilities.

b. The care/service line designee for editing will initiate the system access request form based on the information provided to them from Human Resources.

c. Care/service lines are also responsible for tracking residents and updating VISTA information on an as needed basis.

Timeline:

a. At the beginning of each month the care line edit representatives will complete their reports for the previous month.

b. By the fifth workday they will forward their reports to Local Care Line Manager.

c. Each local care line manager will verify reports. Signed certification form will be presented to local leadership councils by the 10th workday or as scheduling permits.

5. REFERENCES:

a. Assigning Person Class to Providers – Patch XU*8*27 – IS documentation and guidance

b. Directive 2001-054 – Billing Guidance for Services Provided by teaching Physicians and Residents

c. Directive 2001-015 – Person Class File Taxonomy

d. Directive 2002-056 – “Maintaining Billable Provider Credential Information In The Veteran Health Information System And Technology Architecture (Vista) New Person File”.

e. Memorandum date 6/6/02, from ADUSH, SUBJ: New Person File-Names and Credentials of Billable Providers.

6. RESCISSIONS: None

7. FOLLOW-UP RESPONSIBILITY: Data Quality Council, Author Colleen Williams, (518) 626-6202.

8. AUTOMATIC RESCISSION DATE: October 21, 2005

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Interim Network Director

ATTACHMENTS: A, B, C, D

DISTRIBUTION: Network 2 Medical Center Directors
Network 2 Chief of Staffs
Network 2 Care Line Directors
Network 2 Local Care Line Leaders
Network 2 Web Site
Network 2 CIO

Credentialing and Privileging will be responsible for the following Health Care Provider positions:

Staff Position	Verification Document
Doctor of Medicine, Osteopathy, Podiatry, Education	All Credentialed health care providers are verified through fcp.Vetpro.org
DO Doctor Of Osteopathy	
DPM Doctor Of Podiatry Medicine	
MD Doctor Of Medicine	
Nurse Practitioner Credentials	
NP Nurse Practitioner	
NP Family Nurse Practitioner	
NP Geriatric Nurse Practitioner	
NP Registered Nurse Practitioner	
Doctor of Optometry	
OD Doctor Of Optometry	
Physician Assistant Credentials	
PA Physician's Assistant	
Pa Physician's Assistant - Certified	
PA Registered Physician's Assistant	
PA Registered Physician's Assistant - Certified	
Doctorate Degree, Psychology and Others	
PHD Doctorate Degree, Psychology And Others - Psychology Only	
PSY Psychologist	
CP Clinical Psychologist	
Doctor of Dental Surgery and/or Medical Dentistry	All Credentialed health care providers are verified through fcp.Vetpro.org
DDS Doctor of Dental Surgery	
DMD Doctor of Medical Dentistry	

Human Resources will be responsible for the following Health Care Provider positions

CNA Certified Registered Nurse Anesthetist	RN license & Certif. Council on Certification of NAs
CH Doctor Of Chiropractic Medicine (Chiropractor)	
CNM Certified Nurse Midwife	RN license & Cert of Nurse Midwife
CNS Clinical Nurse Specialist	RN license & transcripts
Social Work Credentials	
CSW Clinical Social Worker	Transcripts & License
CSW Accredited Bachelors In Social Work	same

CSW Bachelor Of Social Work	Same
CSW Certified Clinical Social Worker	Same
CSW Licensed Clinical Social Worker	Same
CSW Licensed Masters Of Social Work	Transcripts & License
CSW Master's Degree Social Worker	Same
CSW Social Worker	Same
Doctor of Medicine, Osteopathy, Podiatry, Education	
EDD Doctorate In Education	Transcripts
Doctorate Degree, Psychology and Others	
AA Anesthesia Assistant	Do not employ any
RD Registered Dietitian	Registration with commission on dietetic
RPH Clinical Pharmacist	Transcript - license
Occupational Therapy Credentials	
OT Occupational Therapist	Cert from Amer. Occup Ther. Assoc. & Trans
OT Licensed Occupational Therapist Registered	Transcripts-registration from AOTA
OT Occupational Therapist Licensed	Same
OT Occupational Therapist, Registered	Same
OT Occupational Therapist/Registered & Licensed	Same
OT Registered Occupational Therapist	Same
Physical Therapy Credentials	
PT Physical Therapy Physio-Therapist	Transcripts & License
PT Licensed Physical Therapist	Same
PT Registered Physical Therapist	Same
Audiologist (Must have one of the following degrees)	
MA Audiologist	Transcripts
MS Audiologist	" Same "
PHD Audiologist	Same
AUD Audiologist	Same
EDD Audiologist	Same

Human Resources will provide care/service line designees with a listing of new Residents:

Albany	Residents are on "reimbursement agreement" – credentialing is done at the university the resident is attending. VA receives letter from institution certifying credentialing.
Buffalo	Each university program chair provides our Chief of Staff

	<p>with a RCVL [resident credential verification listing. The COS functions as the medical center chair for the Residency Review committee. COS office provides HR with a copy of these listings. HR and/or COS office is to provide a copy to the respective clinical services. The Medicine Office provides the access/provider forms to the "new recruits" during their orientation week at the university (usually one week prior to beginning their programs). This is a recent change in procedure.</p> <p>Medicine receives schedules on a modular basis (every 4 weeks) from the Program Chair offices usually with only a one-two day lead time. The person class (for 99% of the time) is resident [V115500]. The only variation might be in degree, [some may be MD; some DO]. The individuals charged with initiating the IS access request forms have the providers complete the IS access request form and the Request for VISTA provider access form. The provider access form provides information on licensure, SSN, date of medical school graduation, anticipated completion date for residency and any existing DEA #, should the provider have their own. The person class edit representative or alternate enter the provider information and the IS form is taken to IS by the designated care line representative charged with this responsibility.</p>
Syracuse	Same Process as Buffalo

Outlook form to be used by HR & C&P to notify Care/service line designees of newly hired health care professional

Notification of New Hire - Message (Rich Text)

File Edit View Insert Tools Actions Help

Send [Icons] Options... ?

Message Instructions

To... [Text Box]

Cc... [Text Box]

Subject: Notification of New Hire

Staff Name: [Text Box] **Degree Verified** Yes No N/A

EOD date: [Text Box] **Verified by:** [Text Box]

Care Line [Text Box] Name and Department

Service [Text Box] **Comments:** [Text Area]

Title [Text Box]

Degree [Text Box]

Specialty [Text Box]

Please specify work assignment if different from specialty

Work Assignment: [Text Box]

Care Line Designee for Editing to complete Person Class Designation

Person Class Number [Text Box]

Care Line Designee for Editing and Pharmacy Contact List

	MVAC	BVAC	GEC	D&T	Service Line
Council Liaison	Wayne Beach	Karen DeVolder	Pam Stressel	Brenda Pulver	
Albany	Tim Keenan	Sue Melnikoff Paul Comerford	Phyllis Rusnock Rose Ardia	Lois Maruska Secretary (currently vacant)	Theresa Bolt Pat Remmert
Bath	Susan Schutz Monique Lattimer	Beth Hutcheson Alana Crowe	Sharon Domm Tammy Rawleigh	Walter Dowdle Donna Sciotti	Maureen Cook Catherine Mattice
Buffalo	Alice Seres Suzanne Bensch	Elizabeth Kolby Margaret Pautz	Judy Jacob	Lynn Hartmann Sharon Gibas	Norma Hoffman, Director's Office Denise Jurewicz, Nutrition and Food
Canandaigua	Lori Zona Sherry Carr - (ROPC)	Jeff Wolfanger Ramona Whelan	Mark Petitti Diane West	Brenda Pulver Rina Ringer	Cindy Ludwig
Syracuse	Jerry Rogers	Glen Gardner Carol Llados	Kathy Benedict Pat Lonergan	Leila Moffett Eric Yeager	Debbie Mallet Carol Burger

Facility	Pharmacy Contacts
Albany	Gina Vece
Bath	Mark Feulner
Buffalo	N/A
Canandaigua	David Robbins, Hazel Perrin Mary Ann Hochman
Syracuse	Sheehan, Shirley Stephen Lewis Markham Wood

Provider Credential Maintenance in New Person File
Care Line Certification Form
Month: _____

Care Line: _____

Review Individual: _____

This is to certify that all billable providers within the above mentioned care line have their credentials verified and accurately reflected in the VISTA new person file.

Attachment: Current employee movement list

Care Line Manager Signature

Date