

Credentialing and recredentialing basics

1. Credentialing vs. contracting

- a. Credentialing
 - i. Credentialing is the process of reviewing, verifying and periodically re-verifying practitioner and/or organization credentials in accordance with defined criteria.
- b. Contracting
 - i. Contracting is the process of entering a formal and legally binding agreement. Once credentialing has been approved and we have received all required contract documents, we will execute the contract by countersigning the agreement accepting you into our network.

2. CAQH updates

- a. Every practitioner needs a Council for Affordable Quality Healthcare (CAQH) profile
 - i. You can sign up here: <https://proview.caqh.org/Login/Index?ReturnUrl=%2f>
- b. MCC of VA uses the CAQH profile for both credentialing and recredentialing practitioners
- c. Each profile must contain accurate, current and complete information
- d. Please ensure all supporting documentation is uploaded to avoid delays

3. Organization recredentialing packets

- a. MCC of VA must recredential practitioners and organization locations every three years
- b. MCC of VA will mail recredentialing packets to organizations prior to the organization's three-year anniversary
- c. Providers should complete and return packets quickly to avoid delays
- d. If you submit an incomplete packet, you may receive a letter to explain what supporting documentation is missing
- e. If you have questions about missing documentation, please contact us at MCCVAProvider@magellanhealth.com

4. Checking credentialing or recredentialing status

- a. Please call the MCC of VA provider services line:
 - i. CCC Plus: 1-800-424-4524
 - ii. Medallion 4.0: 1-800-424-4518