

CREDENTIALING OVERVIEW

Credentialing is the administrative process for validating the qualifications of [licensed professionals](http://en.wikipedia.org/w/index.php?title=Licensed_professional&action=edit), staff that work with consumers, organizational members, or organizations to assess their background and legitimacy.  Credentialing is a State and a **J**efferson **C**enter for **M**ental **H**ealth (**JCMH**) requirement for employment with strict deadlines which we must comply with.  Any false information, omission of information, or failure to submit requested information on a timely basis may result in termination of employment.

Therefore, it is mandatory for all employees in clinical positions at JCMH to complete the credentialing process prior to their first day of New Employee Orientation (NEO). We require that the CAQH (Council for Affordable Quality Healthcare) credentialing application, supporting documents, and supplemental forms be completed and submitted **within 1 week** of receiving the credentialing application. To do so, you will email your CAQH ID # and supplemental forms upon completion to the Credentialing Coordinator (contact below) or the Jefferson Center Human Resources Department.

*\*\*If your NEO is less than a week away, please submit your completed CAQH application, supporting documents, and forms by* ***8 am the Friday*** *before your NEO.\*\**

Your application will then undergo review for accuracy of information, and you will be notified of any errors or omissions. If any revisions are necessary or if we notify you of missing requested documents, they must be submitted by **8 am the Monday** before your NEO. Failure to turn in revisions on time will result in the cancelation of your NEO start date. NEO will only be rescheduled once we have your completed packet of information.

The Credentialing Coordinator processes the application and presents it to the Credentialing Committee within the first week of employment. The process is an objective evaluation of current licensure, training, experience, competence, and ability to provide services or perform the job requirements. Once the Committee reviews all the data, it may ask for additional information OR it will make recommendations to the JCMH Medical Director to approve or deny each candidate.  Once the Credentialing Committee has approved each new employee’s application, the Credentialing Coordinator will send an approval notification letter within 60 days from the Credentialing Committee’s approval date. Continued employment is contingent upon the application being approved by both our credentialing committee and the medical director.

**If you need assistance completing the application, uploading supporting documents or downloading supplemental forms, please contact the Credentialing Coordinator (Karen Hess:** [**karenhe@jcmh.org**](mailto:karenhe@jcmh.org)**, (303) 432-5115).**

Please see the CAQH Instructions for JCMH specific information to be entered into CAQH. The Required Supporting Documents file provides a checklist of documents that need to be uploaded to CAQH (Resume, copy of license/s, military discharge papers, private liability insurance, etc.). By uploading them into CAQH we will be able to access them as part of your application. An expired or lapsed license may result in termination of employment.

**When emailing Karen your CAQH # and supplemental forms, please name the document: ‘Current Year’ ‘Last Name’ ‘First Name’ CO Credential Application. (e.g. 2024 Hess Karen CO Credential Application)**

**CAQH Application Advisements**

**Profile (under Personal Information) –** asks for a National Provider Identifier (NPI). If you don’t have an NPI, it is a requirement. We have attached documents guiding you to apply for your NPI. The CAQH website also has a link to NPPES NPI Registry, where this number will be entered on the application.

**Certifications (under Specialties)** - asks about several Certifications (Basic Life Support, CPR, etc…). Please be sure to upload any certifications **that are current** and noted on your CAQH application under the Documents tab.

**Employment Information** - please start by adding your current employment with JCMH. Continue listing previous employers’ info in reverse chronological order, starting from most recent going back **10** years.

\*\*If your employment history has any **time gaps of 6 months or greater between jobs**, please send an email to [karenhe@jcmh.org](mailto:karenhe@jcmh.org) with a brief explanation of what you did during the time gap. Be sure to include all dates. The Credentialing Committee reviews work history very carefully and all time during the last 10 years must be accounted for – including any military experience, public health service and/or college/university attendance.\*\*

**Disclosures - Please pay special attention to the question F and G.  Question F must be answered “yes” if you have felony and/or misdemeanors, currently, or anytime in your past.  Question G must be answered “yes” if you have any of the specific felonies and/or misdemeanors  (as outlined in Question G) currently, or anytime in your past**. If you answer “yes” to any of the questions you must provide an explanation.

**Health Status (under Disclosures)** - asks about TB testing. If you are in direct client care, JCMH requires TB testing within the past 12 months. If you’ve had a previous TB test within the last year you must upload a copy of the results. If you have had a previous TB infection or symptoms you must provide a current chest x-ray. If you have not had a TB test, please reach out to Karen Hess. If you are not in direct client care, you will not be required to have a TB test.

\*\*Once you’ve fully completed your profile data, you **MUST** attest to its accuracy.\*\*

\*\*You **MUST** turn on global authorization by selecting “Yes”, agreeing to the release, and clicking “Save” under the **Authorize** tab at the top of CAQH.\*\*

Our credentialing and re-credentialing program is compliant with the standards established by the National Committee for Quality Assurance (NCQA).  The policies and procedures that govern the process are described in detail in the Credentialing and Re-credentialing Policies and Procedures which can be found on-line at [www.jcmh.org](http://www.jcmh.org)  The Policy makes special reference to your rights to inquire at any time as to the status of your application and your rights to appeal final recommendations made by the Credentialing Committee by contacting the Human Resources (HR) office at Jefferson Center for Mental Health. We welcome you to our team of health care professionals and wish you success in your new position!  Thank you!

Karen Hess

Credentialing Coordinator

[karenhe@jcmh.org](mailto:karenhe@jcmh.org)

303-432-5115