Credentialing Department Checklist

If you’re a credentialing department or clinic manager working to credential a provider:

☐ Designate a credentialing coordinator to oversee and continually move the process forward.

☐ Submit all required background information and qualifications for the provider, and ensure that all details are correct in the first application.

☐ Ensure that the provider’s information is current.

☐ Understand that credentialing a provider and establishing a provider contract with an insurance company are two different matters. Credentialing happens first, then the insurance company or managed care organization and healthcare provider agree on the contract.

☐ Start the credentialing process as soon as possible, long before the provider is expected to report for work at a facility or begins billing a specific insurance company for seeing patients.

☐ Make a healthcare provider’s date contingent on his or her submission of all required credentialing information.

☐ Conduct your own background check of healthcare providers who plan to work with your healthcare facility.

☐ Investigate malpractice claims against a physician.

☐ Understand your state’s regulations relating to credentialing.

☐ Use credentialing software or online platform to help you organize and track the process or every provider.