

Delegated Credentialing



PAYER PARTNERSHIP

In 2016, Kettering Health, through Kettering Health Physician Partners, decided to pursue an accreditation from the National Committee of Quality Assurance (NCQA) for credentialing and recredentialing. This accreditation demonstrates that the Kettering Health has the systems, processes, and personnel in place to conduct credentialing practices with the strictest quality standards. NCQA is also the accrediting body for all credentialing and enrollment activities throughout the payer industry. By obtaining this accreditation, our payer-partners are now allowed to “delegate” credentialing and enrollment activities to Kettering Health.

WHY THIS IS IMPORTANT

1. This exemplifies excellence to the patients accessing our services in the community by showing we do everything in our power to protect them by vetting our clinicians with the highest standards of scrutiny.
2. It allows Kettering Health Physician Partners to determine a practitioner's effective date and when they begin seeing patients.

HOW THIS BENEFITS YOU AND YOUR PATIENTS

It means that credentialing turnaround time goes from 90-120 days down to less than 30 days. We now can tell the payer the start dates of our practitioners rather than waiting on the payer to inform us. This delegated relationship will result in our providers being reimbursed in a timelier manner and lead to better practitioner and patient satisfaction. Our clinicians will now be able to render care quicker and patients will be able to get the care they need sooner. The result of this should decrease denials and outstanding or held claims.



Accredited by the National Committee for Quality Assurance

NCQA focuses on consumer protection and customer service improvements

Current Payers

- Zelis
- Medical Mutual
- CareSource
- MediGold
- Valor Health
- Perennial
- Multiplan
- MedBen

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Toolbox for Success

