

Charleston Area Medical Center (CAMC)
Office of Medical Affairs
Credentialing Frequently Asked Questions (FAQs)

1. Q. What is Credentialing

A. Credentialing is a term that usually encompasses two (2) separate processes: credentialing and privileging.

- Credentialing is primary source verification of a health care practitioner's education, training, work experience, license, etc. A variety of resources are used to verify the information provided by the practitioner. In order to do this, we use an industry-standard systematic approach to the collection and verification of a practitioner applicant's professional qualifications. These qualifications include, but are not limited to: review of relevant education and training, past and current hospital affiliations and employers, licensing agencies, certification boards, and claims histories, to name a few.
- Privileging is granting approval for an individual to perform a specific procedure or specific set of procedures based on documented competence in the specialty in which privileges are requested.
- Primary Source Verification (PSV): The process of verifying credentials directly with the source. For example, a credentialing office cannot accept a copy of a certification certificate as evidence that a practitioner is certification. The certification must be verified through the certifying agency.

2. Q. How do I become a provider at CAMC?

A. 1. Contact the Office of Medical Affairs at 304-388-7180 or
Send an email to credentialing@camc.org

3. Q. Who can become a credentialed provider at CAMC?

A. The following providers can apply to be credentialed at CAMC.

- Physicians: MD, DO
- Podiatrists: DPM
- Dentists: DDS, DMD
- Psychologists: PhD, PsyD
- Advanced Practice Nurses: CNP, CNM, CRNA
- Physician Assistants: PA-C

4. Q. What initial information is needed in order to begin the credentialing process?

A. The following information is needed in order to complete the pre-application process:

- Current Curriculum Vitae
- Date of Birth

- Social Security Number
- National Provider Identifier (NPI) Number
- All License Numbers (active and inactive)

5. Q. Can a physician or other practitioner work before completing the credentialing process?
- A. NO. It is CAMC's legal obligation to ensure that all practitioner have completed the credentialing process and have been approved by the CAMC Board of Trustees to care for patients at CAMC.
6. Q. How does a practitioner access an application?
- A. Once a provider's pre-application request has been submitted to the Office of Medical Affairs and accepted, an electron application will be sent to the email address provided by the provider from an application called MD-Staff. The provider will receive an email with a link to their specific application and will set up a username and password. If the provider has a contact they want to assist them with the application, they can list them as an authorized user (designated) who can access the application. Google Chrome must be the browser utilized in order to complete the application.
7. Q. How far in advance of my start date should I begin the credentialing process?
- A. Most health care organizations, including CAMC, advise submitting an application a minimum of 90 days before a practitioner's start date. Ninety days is a benchmark that allows sufficient time to completed PSV or for clarification of discrepancies that may be required. It also allows the provider's file to be presented to all approval committee required by the Medical Staff Governing Documents.
8. Q. How long does it take a practitioner's application to go through the credentialing process?
- A. Our goal is to have your application processed and completed for recommendation to the Board of Trustees within 45 – 60 days (depending on anticipated start date), however it may take up to 120 days. In reality, the Office of Medical Affairs has minimal control over process time. The process time is affected by outside verification sources (other hospitals, training programs, peer references, employers, etc.) responding to the requests for information. An application can be completed in less time if peer references and other verification sources promptly respond to CAMC's requests for information, the applicant supplies requested documentation in a timely manner and there are no "red flags" identified in the application process, which require further investigations. Once an application is deemed complete, it may take a month for review by the Department Chief, Credentials Committee, Medical Executive Committee and Board of Trustees.
- Q. What is a "red flag"?
- A. **Red flags** include: Time gaps - periods of time that are unaccounted for or information reported by the applicant that does not match the timeline or information reported by

the organizations with which the applicant is or was affiliated. Red flags also include the following: Incomplete application (any missing documentation), Reluctance by the applicant to give permission to contact previous employers or organizations, Resistance by the provider to give info typically gathered during the process, Limitation, reduction, or loss of clinical privileges at any previous facility, Frequent changes in employment locations or resignations, to name a few.

9. Q. Is there anything a practitioner can do to speed up the application process?
- A. YES. Practitioners can influence the length of processing time by doing the following:
- Respond honestly to all questions on the application
 - Contact your verification sources and ask each source to response to CAMC's verification requests in a timely manner
10. Q. What happens if the application submitted is incomplete or missing required attachments?
- A. All incomplete applications are returned to the practitioner for completion; this creates a substantial delay in the credentialing process. Please ensure all email addresses, telephone and fax numbers, as well as all other information you provide is accurate.
11. Q. What professional liability limits are required?
- A. CAMC requires a minimum of \$1,000,000 per occurrence / \$3,000,000 in aggregate
12. Q. If I will be a CAMC employee, do I pay an application fee?
- A. No, CAMC employed providers are not required to pay an application fee.
13. Q. If I decide to withdraw my application, are the fees refundable?
- A. Application fees are non-refundable if we have started processing the application
14. Q. Do you accept credit cards for the payment of fees?
- A. No, our medical staff offices do not accept credit cards for payment of fees.
15. Q. Will I have orientation when I become credentials at CAMC?
- A. Yes, you will complete Medical Affairs Orientation. Orientation will vary depending on whether you are an employed provider or private provider.
Employed providers will complete the following:
- Corporate Orientation (introduction to CAMC, benefits, etc.)
 - Medical Affairs specific training modules (online) which include:
 - Advance Medical Directives (Basic and Clinical)
 - EMTALA
 - Exercise and Pharmacologic Stress – **ONLY if these clinical privileges were requested**
 - iMed Consent
 - Medication Documentation – History and Reconciliation Education
 - Physician/Provider Education on Restraints
 - RASS Sedation (**for physicians working in ICU**)

- Time-Out
- Transfer Medication Reconciliation
- CAMC Credentialed Provider Orientation (contains pertinent information regarding practice at CAMC)
- Cerner Training

Non-employed providers will complete the following:

- Medical Affairs specific training modules (online) which include:
 - Advance Medical Directives (Basic and Clinical)
 - AIDET
 - Corporate Compliance
 - EMTALA
 - Exercise and Pharmacologic Stress – **ONLY if these clinical privileges were requested**
 - HIPAA
 - iMed Consent
 - Infection Prevention
 - Medication Documentation – History and Reconciliation Education
 - Patient Safety
 - Physical Environment Safety
 - Physician/Provider Education on Restraints
 - RASS Sedation (**for physicians working in ICU**)
 - Security Awareness and Privacy Principles
 - Time-Out
 - Transfer Medication Reconciliation
- CAMC Credentialed Provider Orientation (contains pertinent information regarding practice at CAMC)
- Cerner Training

16. Q. What is the contact information for the CAMC Credentialing Team

A. CAMC Credentialing
 Office of Medical Affairs
 501 Morris Street
 PO Box 1547
 Charleston, WV 25326
credentialing@camc.org
 (P) 304-388-7180
 (F) 304-388-7176