



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Compliance
	Sub Section:	Credentialing
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	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>11/7/17</u>

SUBJECT: Verification of Individual NPI Numbers and Professional Licenses at Initial Medi-Cal Certification and Medi-Cal Re-Certification

PURPOSE:

To provide a procedure to ensure the National Plan and Provider Enumeration System (NPPES) is checked and licenses or registrations (credentials) are verified for exclusions or restrictions upon hire for each employee, and at Medi-Cal Certification (enrollment) and Medi-Cal Re-certification (re-enrollment) of the provider.

POLICY:

It is the policy of Behavioral Health Services (BHS) that County owned and operated and County contracted providers will have procedures for verifying the license, registrations or waivers and the National Provider Identifier (NPI) for all new hires. In addition, at time of Medi-Cal Certification and Re-Certification.

SCOPE:

The provisions of this policy are applicable to County owned and operated and County contracted clinics providing Specialty Mental Health Services (SMHS) through the BHS Mental Health Plan (MHP).

REFERENCES:

[SD/MC Provider Certification & Re-Certification Protocol, Department of Health Care Services \(DHCS\), June 2014 \(Authority & Quality Improvement Services \[AQIS\] version\)](#)

[NPPES NPI Registry](#)

[DCA BreEZe Online Services](#)

PROCEDURE:

- I. Health Care Agency (HCA) Human Resource and County contract provider Human Resource department will verify the license, registration or waiver and NPI number for all new hires who will be providing SMHS and claim for Medi-Cal services.
- II. The following procedures will be verified during the Initial Medi-Cal Certification and Re-

Certification site visits for County Operated and County Contracted Providers by Authority Quality and Improvement Services (AQIS) Medi-Cal Certification Team.

- A. Authority and Quality Improvement Services (AQIS) Medi-Cal Certification Team will notify the provider two to three months prior to the Medi-Cal Certification/Re-certification of their due date. AQIS will submit to the provider all requirements for the Medi-Cal Certification/Re-certification including the licenses verifications and National Provider Identification (NPI) numbers requirements.
- B. During the Medi-Cal Certification/Re-certification site visit, the AQIS Medi-Cal Certification team will:
 - 1. Review Provider's Human Resources (HR) procedures or Provider's P&P regarding new hires.
 - 2. Review that the provider has verified all the employees' information and their NPI numbers were checked for accuracy on the NPPES website.
 - 3. Review that the program has verified all licensures and registrations on the Department of Consumer Affairs Breeze website or DHCS waivers are valid and current.
 - 4. If any Individual's NPI number information is incorrect or a license or registration has expired or limitations are found, then the AQIS Medi-Cal Certification team will notify:
 - a) For County Providers: BHS Service Chief, BHS Program Manager and HCA Human Resources to take appropriate corrective action.
 - b) For County Contract Providers: Program Director, BHS Program Manager, BHS Contract Monitor and the BHS Contract Administrator to take the appropriate corrective action.

II. County Owned and Operated Providers:

- A. Within the notification date and six weeks prior to the Medi-Cal Certification/Re-Certification site visit, the Service Chief or designee shall be responsible for ensuring that the credentials and Individual NPI number information of the HCA BHS employees are verified using the DCA Breeze website and NPPES website. The licensures/registrations or DHCS waivers must be valid and current and each provider must be eligible to claim for and receive state and federal funds.
- B. The Service Chief or designee will need to print the verification from the DCA Breeze and NPPES website and place in the Medi-Cal Certification/Recertification binder for the AQIS Medi-Cal Certification team to review during the site visit.

III. County Contracted Providers:

- A. Within six weeks prior to the Medi-Cal Certification/Re-Certification site visit, the Program Director or designee shall be responsible for ensuring that the credentials and Individual NPI number information of all clinical employees are verified using the DCA Breeze website and NPPES website. The licensures/registrations or DHCS waivers must be valid and current and each provider must be eligible to claim for and receive state and federal funds.
- B. The Program Director or designee will need to print the verification from the DCA Breeze and NPPES website and place in the Medi-Cal Certification binder for the AQIS Medi-Cal Certification team to review during the site visit.