

Optima Behavioral Health Provider Credentialing Packet

Thank you for your interest in becoming a participating provider in the Optima Behavioral Health (OBH) Network. We are currently accepting applications from behavioral health providers licensed for independent practice and board certified MDs. Please review the following instructions to ensure acceptance of your application.

1. **Please visit WWW.CAQH.ORG to complete your application.** OBH only accepts the CAQH (Council for Affordable Quality Healthcare) application. (If you do not have a CAQH provider ID, please download and complete the CAQH ID request form on the “Providers” page of www.optimabehavioralhealth.com.)
2. **Complete the “OBH Application Checklist for CAQH”.** *OBH will not accept or process an incomplete application. Omission of any information or supporting documentation will result in your application being returned to your office for correction. OBH adheres to the highest NCQA standards; there are no exceptions to the credentialing process.*

3. **Once your CAQH application is complete (with your resume/Curriculum Vitae attached), please complete and return this packet, which includes the following:**

- **OBH Application Checklist** – please confirm your application contains all required information.
- **Behavioral Health Provider Information** – please list all locations at which you will perform services
- **Member Matching Information** – this information is used during the referral process to match members with you as a provider once you have been credentialed
- **Optima Health Authorization and Release** – please read, sign, and date this document (*Please note – your application must be received within 60 days of your signature.*)
- **Cross Coverage** – this form is only necessary if you have not listed any partners/associates on CAQH

**Please fax to Network Management: 757-552-7114 (Hampton Roads/Eastern Shore/NC)
804-510-7459 (Greater Richmond/Western VA/MD)**

The credentialing process will begin once this packet is received and the application is deemed complete.

4. **When we receive your credentialing packet, we will send a contract for your review and signature. Please return as soon as possible.** OBH cannot move forward with the review of your application until your signed contract is received. (If you are part of a practice that has a group contract in place with OBH, you will not receive a contract. Please check with your practice owner/manager for this information.)

The credentialing process usually takes between 60-90 days upon receipt of a complete and correct application. Upon approval by the OBH Credentialing Committee, you will receive a letter of approval, followed by a welcome letter with your Optima provider number. **Once you have received a welcome letter, you may then begin to provide services to OBH covered members.**

If you have any questions about the requested information or about the credentialing process, please contact Provider Services at 757- 552-7174 or 800-648-8420. Thank you - we look forward to working with you.

Sincerely,
Optima Behavioral Health
Network Management

Enclosures

OBH APPLICATION CHECKLIST FOR CAQH

Please complete this checklist to confirm the following required information is included on your CAQH application. This checklist must be returned to OBH. Thank you.

Personal Information and Professional IDs

- _____ All state license(s) information
- _____ NPI number

Practice Location Information

- _____ All practices and locations at which you will be providing services to OBH members
- _____ Partners and Associates or Covering Colleagues
-List any participating OBH partners/associates within your practice or a colleague outside of your practice who will cover for you in the event of your absence.

Professional Liability Insurance Carrier

- _____ Liability insurance limits are at least equal to the VA state cap requirements – \$2 million per occurrence/ \$4 million aggregate.
- _____ Two (2) years of liability history listed under “additional liability coverage” - Seven (7) years for MDs (*This information is required whether covered as an individual or under a group policy*).
- _____ Any gaps in liability history are explained – notated in CAQH

Work History and References

- _____ Ten years of work history
- _____ Gaps in work history greater than 6 months are explained – notated in CAQH
- _____ Two professional references (NC, WV, MD applicants must provide an attachment with name, address, fax, phone for each reference.)

Disclosure Questions

- _____ Explanation for any “yes” answers to disclosure questions

Attachments : the following documents are required to be attached to the CAQH application.
(*For assistance with attaching documents, contact the CAQH provider help desk: 1-888-599-1771.*)

- _____ Current Resume or CV in month year format - this is not requested by CAQH, however, it is required for Optima
- _____ Completed W-9 for all practices - this is not requested by CAQH, however, it is required for Optima
- _____ Current State License(s)
- _____ Current Certificate(s) of Insurance – including any group policies
- _____ Cross Coverage Form – required if covering colleague is outside of practice location
- _____ Board Certificate (if applicable)
- _____ DEA Registration Certificate (if applicable)
- _____ ECFMG (if applicable)

BEHAVIORAL HEALTH PROVIDER INFORMATION

(all fields-including Taxonomy- are required)

Provider Name _____ License Type _____

License # _____ DEA# (if applicable) _____ Degree _____

Individual NPI # _____ Taxonomy # _____

SSN # _____ DOB _____

CAQH # _____ Provider Email _____

Are you a Medicaid Provider? Yes No If yes, MCD# _____

Are you a Medicare provider? Yes No If yes, MCR# _____

PRIMARY PRACTICE INFORMATION

Practice Name _____ Tax Id # _____

Practice NPI # _____ Practice Email _____

Practice Address _____

Phone _____ Fax _____ Is this a confidential fax line? Yes No

Office Hours

Monday _____ Tuesday _____ Wednesday _____ Thursday _____
Friday _____ Saturday _____ Sunday _____

ADDITIONAL OFFICE LOCATION / PRACTICE INFORMATION

Additional Office Location Additional Practice

Practice Name _____ Tax Id # _____

Practice NPI # _____ Practice Email _____

Practice Address _____

Phone _____ Fax _____ Is this a confidential fax line? Yes No

Office Hours

Monday _____ Tuesday _____ Wednesday _____ Thursday _____
Friday _____ Saturday _____ Sunday _____

Additional Office Location Additional Practice

Practice Name _____ Tax Id # _____

Practice NPI # _____ Practice Email _____

Practice Address _____

Phone _____ Fax _____ Is this a confidential fax line? Yes No

Office Hours

Monday _____ Tuesday _____ Wednesday _____ Thursday _____
Friday _____ Saturday _____ Sunday _____

MEMBER MATCHING INFORMATION

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|--|
| Please fax to: 757-552-7114 - Hampton Roads/NC 804-510-7459 - Central/Western VA |
|--|

This information will appear on your provider profile on www.optimabehavioralhealth.com. Please complete entirely; any omitted information will be blank on the website and may exclude you from a member's "Find a Provider" search.

Provider Name: _____ **NPI:** _____ **Tax ID:** _____

Office Hours: *These hours should be inclusive of your availability at all locations you may have with this practice tax ID.*

| Office Hours | Start | End | | Start | End |
|--------------|-------|-----|----------|-------|-----|
| Monday | | | Friday | | |
| Tuesday | | | Saturday | | |
| Wednesday | | | Sunday | | |
| Thursday | | | | | |

1. Office Accessibility

- Wheelchair Accessible
 Use of TDD
 Public Transportation within one block

2. Populations Seen

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Younger Children (0-5 years) | <input type="checkbox"/> Women | <input type="checkbox"/> Gay / Lesbian | <input type="checkbox"/> Philippine |
| <input type="checkbox"/> Older Children (6-12 years) | <input type="checkbox"/> Family | <input type="checkbox"/> In-Patient | <input type="checkbox"/> Child/Adolescent Training/Fellowship |
| <input type="checkbox"/> Adolescents (13-18 years) | <input type="checkbox"/> Couples | <input type="checkbox"/> Korean | <input type="checkbox"/> Child/Adolescent Board Certified MD |
| <input type="checkbox"/> Adults | <input type="checkbox"/> Geriatric | <input type="checkbox"/> Hispanic | |
| <input type="checkbox"/> Men | <input type="checkbox"/> Step Families | <input type="checkbox"/> Vietnamese | |

3. Treatment Categories – (please check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> Addictions | <input type="checkbox"/> ECT-Outpatient | <input type="checkbox"/> Outpatient Treatment |
| <input type="checkbox"/> ADHD | <input type="checkbox"/> Family/Victim Violence | <input type="checkbox"/> Phobias/Habit Disorders |
| <input type="checkbox"/> Anger Management | <input type="checkbox"/> Forensic Evaluation | <input type="checkbox"/> Physically Impaired |
| <input type="checkbox"/> Anxiety Disorders | <input type="checkbox"/> Grief | <input type="checkbox"/> Psychological Testing |
| <input type="checkbox"/> Autism Spectrum Disorders | <input type="checkbox"/> Head Injury Patients | <input type="checkbox"/> PTSD |
| <input type="checkbox"/> Bipolar Disorder | <input type="checkbox"/> Hearing Impaired | <input type="checkbox"/> Separation/Divorce |
| <input type="checkbox"/> Blind/Visually Impaired | <input type="checkbox"/> HIV/AIDS | <input type="checkbox"/> Sexual Disorders |
| <input type="checkbox"/> Christian Focus | <input type="checkbox"/> Hypnosis | <input type="checkbox"/> Sexual/Physical Abuse |
| <input type="checkbox"/> Chronic Pain | <input type="checkbox"/> Inpatient Treatment | <input type="checkbox"/> Substance Abuse |
| <input type="checkbox"/> Crisis Intervention | <input type="checkbox"/> Intellectually Disabled | <input type="checkbox"/> Terminally Ill |
| <input type="checkbox"/> Depression | <input type="checkbox"/> Medication Management | <input type="checkbox"/> Therapy - Family |
| <input type="checkbox"/> Development Disability | <input type="checkbox"/> Mood Disorders | <input type="checkbox"/> Therapy - Group |
| <input type="checkbox"/> Eating Disorders | <input type="checkbox"/> Neuropsychological Testing | <input type="checkbox"/> Therapy – Individual |
| <input type="checkbox"/> ECT-Inpatient | | <input type="checkbox"/> Therapy – Marital/Couple |

4. Foreign Languages

Language _____ Language _____ Language _____

5. Additional Provider Information

(It is our experience that patients often express preferences for providers of a particular ethnic background or gender. Providing this information will include you in the search list for these categories on www.optimabehavioralhealth.com)

Gender

- Male
 Female

Ethnicity

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Caucasian |
| <input type="checkbox"/> American Indian/Alaska Native | <input type="checkbox"/> Hispanic |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Other _____ |

Authorization and Release

A. General Conditions of Application

In return for my application being considered and processed, I agree to be legally bound by the following terms and conditions:

1. I know that it is my responsibility to produce adequate information so that my application can be properly evaluated. In addition to the information provided in this application, I will provide Sentara Health Plans, Inc. (hereinafter referred to as "the applicable Sentara Affiliated Health Plan(s)") with any additional information that they or their respective representatives may request. Failure to provide any requested information will cause my application to be incomplete, so that it cannot be processed.
2. I will keep this application current by informing the Sentara Affiliated Health Plan(s) through the Optima Health Medical Director, of any changes in the information provided.
3. I will be available for interviews with regard to this application.
4. As applicable and appropriate, I will accept committee assignments and other reasonable duties and responsibilities assigned to me.
5. I will provide timely and continuous care for all my patients.
6. My participation with the applicable Sentara Affiliated Health Plans is dependent upon my continued demonstration of professional competence and cooperation and acceptable performance of all related responsibilities.
7. I have had an opportunity to read a copy of the contract of the applicable Sentara Affiliated Health Plan(s), and I specifically agree to abide by the policies, rules and regulations, and directives that are in force during the time I am appointed.
8. I will abide by the applicable Sentara Affiliated Health Plan(s)' Corporate Compliance Policy and any laws, regulations and standards of conduct applicable to my profession, participation in any federal health program, or activities at the applicable Sentara Affiliated Health Plan(s) and will report any known or suspected violation to the Optima Health Medical Director.
9. All information provided in or attached to this application is accurate and complete. I know that any misrepresentation, misstatement or omission from this application shall constitute cause to stop the processing of my application. If my misrepresentation, misstatement, or omission is discovered after I have been appointed, that discovery may be an automatic relinquishment of my appointment and clinical privileges. Neither situation entitles me to any of the hearing or appeal rights contained in the policies at the applicable Sentara Affiliated Health Plan(s).

B. Information Sharing, Release, and Immunity

1. I understand that the entities to which I am applying for provider status is affiliated with Sentara Healthcare. I also understand that my Confidential Peer Review Information includes information and/or documentation regarding my clinical competence and/or professional conduct that is obtained or produced as part of the credentialing, quality assessment, and/or peer review processes conducted by Sentara Health Plans, Inc., and/or the Sentara Affiliated Health Plan(s). Such sharing is solely for the purposes of credentialing and peer review.
2. The Sentara Affiliated Health Plan(s) at which I am granted, or seek, participation, and Sentara Health Plans, Inc. may release to one another, and to the Sentara Healthcare Medical Affairs Committee, Confidential Peer Review Information regarding my practice.
3. Confidential Peer Review Information that is released shall be used solely for credentialing and peer review purposes and all Confidential Peer Review Information will be handled in confidence, in accordance with the protections and privileges afforded to peer review information under state and/or federal law.
4. I accept the following conditions and intend to be legally bound by them:
 - (a) To the fullest extent permitted by law, I extend immunity to, release from any and all liability, and agree not to sue Sentara Healthcare, the Sentara Healthcare Medical Affairs Committee, Sentara Health Plans Inc., the Sentara Affiliated Health Plan(s) at which I am granted, or seek, participation, their respective representatives, or any third parties for any matter relating to appointment, reappointment and clinical privileges, and participation in the Sentara Affiliated Health Plan(s), or my qualifications for the same.
 - (b) I authorize Sentara Health Plans Inc., and the Sentara Affiliated Health Plan(s) at which I am granted, or seek, participation and their respective representatives to consult with any third party who may have information bearing on my professional qualifications, credentials, clinical competence, character, ability to perform safely and competently, ethics, behavior, or any other matter reasonably having a bearing on my qualifications for participation in the Sentara Affiliated Health Plan(s). This authorization includes the right to inspect or obtain communications, reports, records, recommendations or disclosures that may be relevant to such questions. I specifically authorize these third parties to release the information to Sentara Health Plans Inc., and the Sentara Affiliated Health Plan(s) at which I am granted, or seek, participation and their respective representatives upon request.
 - (c) I also authorize Sentara Health Plans Inc., and the Sentara Affiliated Health Plan(s) at which I am granted, or seek, participation and their respective representatives to release such information to other hospitals, health care facilities and managed care entities and

their agents, who seek such information for the purpose of evaluating my qualifications pursuant to a request for appointment and clinical privileges and participating provider status or other credentialing matter.

- (d) I agree that the hearing and appeal procedures set forth in the Sentara Affiliated Health Plan(s)' policies are my sole and exclusive remedy with respect to any professional review action taken at the Sentara Affiliated Health Plan(s).

- (5) In the event that the terms and conditions of this release conflict with the terms and conditions of the Coalition for Affordable Healthcare's (CAQH) release, the terms and conditions of this release shall control as they relate to Sentara Healthcare.

Signature of Practitioner

Printed or Typed Name of Practitioner

Date



Optima Behavioral Health
Credentialing Dept.
4417 Corporation Lane
Virginia Beach, VA 23462
Ph: 757-552-7174
Fax: 757-552-7114

Optima Behavioral Health
Cross Coverage Form

Name of Covering Optima Provider

Practice Name of Covering Optima Provider

Phone number where Covering Provider may be easily reached

This is to confirm that I, _____
Name of Covering Optima Provider

will cover any members in crisis for _____
Name of Provider in Credentialing Process

in the event of her/his unavailability.

Signature of Covering Optima Provider

Date

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- Please have a covering colleague **who participates with Optima Behavioral Health** complete this form in its entirety.
 - Submit this form only if you have NOT listed any **participating** partners/associates on your CAQH application.
 - Please note that all partners, associates and/or covering colleagues should also be listed in your CAQH application.