



Credentialing Changes for Behavioral Health Organizations

Q: What is changing?

- **A:** Organizations that have a Certificate of Approval or a Residential License with Oregon Health Authority (OHA) will be offered credentialing delegation agreements. CareOregon currently credentials all licensed practitioners and when the CareOregon delegation agreement is executed and is effective, the delegated organizations will be responsible for credentialing their own practitioners.

Q: Who does this change impact?

- **A:** Behavioral Health Organizations that are contracted with CareOregon's affiliated CCOs - Columbia Pacific CCO and Jackson Care Connect.

Q: When is this change effective?

- **A:** Organizations will receive contract amendments that include the credentialing delegation agreements by March 31, 2021. Signed amendments received by May 31, 2021 will be executed and **effective June 1, 2021**.

Q: Why is this change happening?

- **A:** To create consistent delegated credentialing processes for all CareOregon's **Medicaid** Lines of Business. Please note that individual practitioners must be credentialed by CareOregon to be reimbursed based on your contract for Medicare.

Q: What will be expected of the impacted organizations?

- **A:** Credentialing requirements will be included in the delegation agreement and the expectation is that organizations adhere to the requirements. CareOregon reserves the right to evaluate evidence/documentation of delegated credentialing activities as part of any quality review process.

Q: How do I notify CareOregon of our credentialed practitioners?

- **A:** A roster is required to be sent monthly by the 10th to Providerupdates@careoregon.org. The roster must include all required elements listed on the delegation agreement, and new providers must appear on the roster with a future effective date to be connected to contracted payment rates. Templates have been added to the applicable website. Links below:
 - [Columbia Pacific Delegated Credentialing Provider Roster Template](#)
 - [Jackson Care Connect Delegated Credentialing Provider Roster Template](#)
- **A:** If a provider needs to be added before the next roster submission, please submit a [Provider Information Form](#) to Providerupdates@careoregon.org. Notification of a provider having joined your practice is required in advance of submitting claims in order to connect that provider to contracted payment rates.

Q: When do I need to credential a practitioner?

- **A:** At time of hire (initial credentialing) and every three (3) years (re-credentialing).



Q: What if our organization doesn't currently do credentialing?

- **A:** Training tools that outline the credentialing requirements will be on Jackson Care Connect and Columbia Pacific website by April 30, 2021.
- **A:** You can request a roster of your practitioners from CareOregon's Credentialing Department. The roster will include when the practitioner is due for recredentialing. The expectation is that you recredential the practitioner by the recredentialing due date. Please reach out to evanj@careoregon.org to request a roster.

Q: Who do I contact if I have questions?

- **A:** Contract questions: Contact ContractManager@careoregon.org
- **A:** Credentialing questions: Contact Joan Evan, evanj@careoregon.org
- **A:** Provider Relations Specialist
 - **Jackson Care Connect (JCC)** - Amanda Bunger, bungera@careoregon.org
 - **Columbia Pacific (CPCCO)** - Keva Wickliff, wickliffk@careoregon.org