



Credentialing Delegation Program

The Credentialing Delegation Program is an extension of Blue Cross and Blue Shield of Louisiana's URAC-accredited credentialing program. This program allows you to expedite your credentialing experience so you can complete the credentialing process with fewer steps.

Below are the steps you need to take and the documents that are required to become a delegated entity with Blue Cross.

Step 1: Desktop Review

Required documents for your desktop review

1. Current credentialing plan/program description
2. Approved credentialing policies and procedures (P&Ps)
3. Crosswalk of URAC standards to plan's P&Ps
(will be provided to complete)
4. Sample letters, applications, documents and verifications

Step 2: Onsite Review

Credentialing Delegation Contract

We will provide the contract that both parties are required to sign before you become an approved Blue Cross Credentialing Delegation Entity.

Documents required for review during onsite review

- Credentialing unit organizational chart schematic (hierarchy)
- Credentialing staff meeting minutes (year preceding site visit only)
- List and files of providers denied/terminated by Credentialing Committee (year preceding site visit only)
- Examples of letters mailed to providers (acceptance, denial, terminated)
- List of providers who have filed appeals of Credentialing Committee decision
- Documentation of ongoing training for existing credentialing staff and new hires
- Confidentiality statement form (credentialing personnel and credentialing members)
- Recredentialing performance/quality monitoring examples
- Credentialing verification checklist (for file)
- Credentialing audit checklist (or other proof of audit or quality review)
- All sub-delegation binders, as applicable
- List of practitioners for file review (The list will be requested closer to the site visit. Thirty files will be selected for review during the site visit to ensure compliance of all standards is met.)
- List of internal and external Credentialing Committee members
- Credentialing Committee meeting minutes (year preceding site visit only)
- Minutes of committee meetings documenting P&Ps being approved
- Minutes of committee meetings documenting any credentialing related delegated functions, as applicable
- Minutes of committee documenting performance monitoring

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Step 2: Onsite Review (cont.)

Correction Action Plan (CAP)

After the onsite review, the organization may be given a corrective action plan. The entity will be given a timeframe to make corrections to their processes and policies, as cited.

Approved Delegated Entity

After the initial approval, you will have an annual desktop review. Every three years, you will also complete the annual desktop review and participate in an onsite review.

After you are approved as a delegation entity, it will not be necessary to submit providers applications to set them up in the Blue Cross system.

If you need to update or terminate a provider, or have a new provider, please submit the information on the credentialing delegation spreadsheet. You will receive this spreadsheet after you are approved as a delegation entity. Please complete all appropriate fields and send back to Blue Cross. These providers will be set up in the Blue Cross system within 30 days.

Who to Contact if You Have Questions?

If you have any questions about the Credentialing Delegation Program, please contact Alicia Cagle at Credentialing.Delegation@bcbsla.com.