

Technical Advisory Interpreting 28 Pa Code § 9.761-2 Provider Credentialing and Credentialing Standards as related to Medical Director sign-off of clean credentialing files.

The Pennsylvania Department of Health's (the Department) regulations relating to managed care organizations (28 Pa. Code ch. 9), set out the requirements for credentialing of plan health care providers and standards for the credentialing of those providers. (See 28 Pa. Code §§9.671 & 9.672 (relating to provider credentialing; credentialing standards).

In response to a change made by the National Committee for Quality Assurance (NCQA), the Department has been asked questions regarding Medical Director sign-off on provider credentialing files that have no defects and meet all criteria and parameters for approval, also known as "clean" credentialing files. The Department will approve credentialing policies and procedures that allow medical director sign-off on clean credentialing files, based on the following:

1. The Plan's credentialing policies and procedures must describe the process used to determine clean files and outline the Medical Director approval process for provider network participation.
2. The Plan must identify, in the policies and procedures, the medical director in charge of credentialing for the organization as the individual with the authority to determine the file is clean and complete, prior to sign-off.
3. All Medical Directors approving clean files must be identified and have designated responsibility for credentialing within the organization.

Medical Director sign-off of clean files is optional and is not required by the Department. If the managed care plan allows medical director sign-off of clean files, the medical director sign-off date will be considered the credentialing decision date for network participation.

Comments, suggestions or questions regarding this technical advisory should be directed to the Pennsylvania Department of Health, Bureau of Managed Care at phone 717-787-5193, or in writing to the attention of Linda Seip, RN, Nursing Services Consultant, Bureau of Managed Care, Pennsylvania Department of Health, 912 Health and Welfare Building, Harrisburg, PA 17120.