



## Policy and Procedure

<b>Section:</b>	Provider Relations
<b>Subject:</b>	Managing Entity Provider Network Contract Management
<b>Policy Number:</b>	PR 008, Credentialing Policy
<b>Effective Date:</b>	May 1, 2015 (former CR 002 and 003)
<b>Revision Date:</b>	April 1, 2016, August 28, 2017, December 8, 2017
<b>Review Date:</b>	N/A

**Policy Statement:** As a behavioral health organization supporting Broward Behavioral Health Coalition (BBHC), Concordia Behavioral Health (CBH) must verify that all Providers and Community Mental Health Centers are in compliance with the Community Behavioral Health Services Coverage and Limitations Handbook. Concordia will also verify and monitor any training requirements identified by BBHC through this Credentialing Policy and contractual requirements.

**Purpose:** To establish the process and required documentation necessary to apply for Credentialing of a Provider. This policy provides for BBHC/CBH notification to its Provider Network of credentialing requirements and timeframes. This policy serves to outline the process and necessary documentation required for the credentialing of Assessors, Case Managers, and Peers.

### **Procedures:**

The Credentialing Program requires the Provider to complete and maintain in an internal file the following documents:

For Case Managers:

- a) When applicable, a copy of the AHCA certificate for Targeted Case Management Program (Agency Certification for Adult and Children Mental Health Targeted Case Management, Appendix B-H).
- b) When applicable, a Roster of the Providers' Targeted Case Managers by certification type, – please see attached
- c) When applicable, a copy of all of the Providers' most recent TCM training certifications.
- d) Certificate verifying completion of the Introduction to WRAP (Wellness Recovery Action Plan) training.
- e) Certificate verifying completion of SOAR (SSI/SSDI Outreach, Access & Recovery) training.
- f) Evidence of at least one training or academic course of at least 2 hours regarding Substance Abuse: signs, symptoms, diagnoses and interactions with prescribed medication(s).
- g) Evidence of at least one training or academic course of at least 2 hours that addresses Serious and Persistent Mental Illness diagnoses, symptoms, treatment.
- h) Evidence of at least one training or course in Trauma Informed Care.



For Case Managers specializing in Forensic Case Management:

- Evidence of at least one training or course of at least four (4) hours that addresses Florida Statute Chapter 916, forensic case management and court presentations.

For Case Managers specializing in Child Welfare/Dependency System Case Management:

- Evidence of completed training regarding Child Welfare

For Assessors:

- a) A Roster of the Providers' Assessors, – please see attached
- b) Evidence of at least one training or academic course of at least 2 hours that addresses each of the following domains:
  1. Clinical Assessment
  2. Trauma Informed Care
  3. Psychopathology/Serious and Persistent Mental Illness
  4. Substance e Disorders
  5. Co-Occurring Disorders
- c) Documentation that meets one of the following:
  1. A current license as a professional of the healing arts or a registered intern for clinical social work, marriage and family therapy, mental health counseling, or higher level behavioral health related degree. Registered interns must be supervised by a licensed professional with the required State approval as a Qualified Supervisor.
  2. A Master's degree in social work, marriage and family therapy, mental health counseling, psychology or related behavioral health field from an accredited four-year college or university.
  3. A Master's-level student of an accredited four-year college or university with successful completion of the following topics – counseling theories and practice in mental health counseling techniques; ethics, legal, and professional guidelines for counselors and mental health professionals; diagnosis and treatment of adult psychopathology; diagnosis and treatment of child psychopathology; case conceptualization and treatment strategies;
  4. A doctoral-level student of a behavioral health program with a minimum of one year of doctoral – level coursework at an accredited four-year college or university; or
- d) Staff employed by the Provider agency to conduct assessments hired before February 25, 2014 who do not meet any of the above degree requirements and who hold a minimum of a Bachelor's Degree in psychology, social work, counseling or related behavioral health degree from an accredited four-year college or university shall be eligible for credentialing with the submission of documentation of successful completion of the training requirements outlined in section I.A.2.b.-e.. Staff who are credentialed via this criteria are only eligible while employed by the BBHC Provider at the time of credentialing.

For Peers:

- a) A Roster of the Providers' Peers– please see attached
- b) A copy of the peer's certification from the Florida Certification Board
- c) Certificate verifying completion of the Introduction to WRAP (Wellness Recovery Action Plan) training.



The timeframe for completion of these requirements is 180 days from the original date of implementation (12/16/13) or of the employee hire date.

II. Monitoring of Credentialing Compliance:

- a) The Concordia Team will monitor compliance to this Policy by reviewed supporting documentation for case managers, assessors and peers annually. This monitoring can occur as part of the Contract Accountability Reviews, desk review or onsite; or via specific request anytime during the fiscal year.
- b) The Concordia Team shall identify responsible staff to monitor by a review of case management, assessment or peer recovery support cost center services invoiced. Staff that has reported as completing any case management, assessment or peer recovery support services can reviewed.
- c) Shall verify that the documentation maintained by Providers compliance with this Policy and are legible and valid.
- d) Will provide notification to interested parties of available trainings that support compliance with the requirements of its Credentialing Program.

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- g) Documentation that meets one of the following:
5. A current license as a professional of the healing arts or a registered intern for clinical social work, marriage and family therapy, mental health counseling, or higher level behavioral health related degree. Registered interns must be supervised by a licensed professional with the required State approval as a Qualified Supervisor.
  6. A Master's degree in social work, marriage and family therapy, mental health counseling, psychology or related behavioral health field from an accredited four-year college or university.
  7. A Master's-level student of an accredited four-year college or university with successful completion of the following topics – counseling theories and practice in mental health counseling techniques; ethics, legal, and professional guidelines for counselors and mental health professionals; diagnosis and treatment of adult psychopathology; diagnosis and treatment of child psychopathology; case conceptualization and treatment strategies;
  8. A doctoral-level student of a behavioral health program with a minimum of one year of doctoral – level coursework at an accredited four-year college or university; or
- h) Staff employed by the Provider agency to conduct assessments hired before February 25, 2014 who do not meet any of the above degree requirements and who hold a minimum of a Bachelor's Degree in psychology, social work, counseling or related behavioral health degree from an accredited four-year college or university shall be eligible for credentialing with the submission of documentation of successful completion of the training requirements outlined in section I.A.2.b.-e.. Staff who are credentialed via this criteria are only eligible while employed by the BBHC Provider at the time of credentialing.

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