

Re/Credentialing Requirements for Dental Providers



Purpose

Blue Cross Blue Shield of Massachusetts (BCBSMA*) credentials all dentists who have applied for enrollment in our credentialed networks. This occurs after we determine that the dentist meets our requirements for participation and before we execute a contractual agreement with that dentist.

Note that a dentist's ability to bill and be paid for services provided to BCBSMA members as a participating dentist **does not begin** until we return the signed and executed Agreement to the practitioner. Your welcome letter will communicate the successful completion of the enrollment process, the effective date of network participation, and the networks in which the practitioner is participating.

Credentialing and Recredentialing Information

The following information will be required of each applicant and must be current and valid.

- **Dentist** [Doctor of Dental Surgery (DDS) or Doctor of Dental Medicine (DDS) from an American Dental Association (ADA)-approved Dental School]
 - Must have 24-hour coverage by a BCBSMA credentialed dental practitioner
 - History of loss or limitation of license and felony convictions
 - Disclosure of any criminal offense
 - Disclosure of any disciplinary actions
 - Disclosure of professional liability claims history
 - Identity of the most recent 10 year malpractice history
 - Disclosure of any physical/mental health issue
 - Disclosure of any chemical dependence
 - Clinical work history
 - Work history (5 years)
 - Explanation of gaps of 6 months or more in practice
 - Copy of Federal Drug Enforcement Agency (DEA) Certificate. If applicable, a [BCBSMA waiver](#) is also accepted.
 - Copy of the State Substance Control Certificate
 - A DEA certificate is not required in the following situations:
 - Dentists whose practice is limited to orthodontics
 - Dentists who work exclusively in an academic setting to treat or supervise treatment of members that have access to an institutional DEA
 - Dentists who hold a limited license practicing at a community health center (renewed annually up to 5 times) or a faculty license (renewed annually indefinitely) must submit evidence of prescribing arrangements from a supervising Blue Cross dentist.

To apply for credentialing, the provider should:

- Submit an updated *Authorization and Release* form with the recredentialing application
- Have a current, valid, and unrestricted Massachusetts license or (if applicable) a license in the state in which the practitioner will be treating BCBSMA members
- Submit a copy of the practitioner's current Curriculum Vitae
- Maintain professional malpractice insurance in the minimum of \$1 million per occurrence/\$3 million in the aggregate

We will not credential providers who have federal sanctions.

Ongoing Monitoring

BCBSMA may conduct an office site visit for reasons, such as, but not limited to, any inadequacies pertaining to physical accessibility, physical appearance, adequacy of waiting and examining room space, availability of appointments, and/or adequacy of treatment record keeping that we've been made aware of. BCBSMA will take into account the severity of the issue in determining the need for a site visit.

BCBSMA queries the National Practitioner Data Bank (NPDB), reviews reports from Medicare, licensing boards, and other entities for evidence of malpractice settlements, state sanctions, and license limitations as part of the re/credentialing process.

Credentialing Committee Review

BCBSMA's Corporate Credentialing staff will review all re/credentialing applications for completeness. Please ensure that your application is complete and include all supporting documentation.

Completed applications are then forwarded to the Credentialing Committee for approval or denial. The Credentialing Committee reserves the right to de-credential at any time a practitioner who does not meet BCBSMA's standards and/or criteria for re/credentialing.

An applicant will be notified of the Committee's initial credentialing decision or of a non-approval decision to recredential within four (4) business days of that decision. An applicant may request, in writing, reconsideration of any decision by the Credentialing Committee to deny or terminate him/her from BCBSMA's credentialed networks. The request must be received by BCBSMA within thirty (30) days of notification of the denial.

Providers' Rights

All information submitted to BCBSMA as part of the re/credentialing process will be maintained as confidential, subject to, and in accordance with legal restrictions. An applicant has the right to review information obtained by BCBSMA for the purposes of re/credentialing, including outside sources such as malpractice carriers, insurance carriers, state licensing boards, an AMA profile, and NPDB reports. Information obtained by BCBSMA for purposes other than re/credentialing or which is prohibited from disclosure by law is not included. An applicant may address any inconsistencies between information they provided and information obtained by BCBSMA. An applicant has the right to request, in writing or via telephone, the status of his/her application(s). BCBSMA does not make credentialing decisions based on a practitioner's race, ethnic/national identity, gender, age, or sexual orientation. BCBSMA reserves the right to review and update our re/credentialing policies periodically.