

Institutional Credentialing and Recredentialing Requirements



General requirements

Applicants for enrollment in Blue Cross Blue Shield of Massachusetts (Blue Cross*) networks who have met all contractual requirements must complete, sign, and date a credentialing application and:

- Provide copies of all licenses, certificates, registrations, and accreditations. These must be current, valid, and unrestricted.
- Maintain professional malpractice and general liability insurance.
- Participate in Medicare (unless otherwise noted).
- Disclose any criminal offenses by its employees.
- Disclose professional malpractice and general liability claims history.
- Disclose any state or federal sanctions.
- Sign and complete IRS form W-9.

Additional provider information

We also require providers in certain specialties to maintain the following, which must be current, valid, and unrestricted:

➤ Acute Care Hospital**

- *License:* Hospital
- Mass Health participation
- Accreditation (one of the following):
 - The Joint Commission (TJC)
 - Det Norske Veritas (DNV)

➤ Ambulatory Surgery Center**

- *License:* Clinic, Physician, or Hospital
- Accreditation (one of the following):
 - American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF)
 - Accreditation Association for Ambulatory Health Care (AAAHC)
 - The Joint Commission (TJC)
- Medical Director – current, valid, and unrestricted Massachusetts medical license; credentialed by Blue Cross
- Roster of physicians (a list of all Blue Cross credentialed physicians if facility operates under physician licensure)

➤ Assisted Reproductive Technology Program**

- *License:* Clinic, Physician, or Hospital
- Accreditation (one of the following):
 - Accreditation Association for Ambulatory Health Care (AAAHC)
 - The Joint Commission (TJC)
 - American Association for Accreditation of Ambulatory Surgery Facilities (AAAASF)
- Registrations and Certificates
 - Clinical Laboratory Improvement Amendment (CLIA) certificate
 - Clinical Laboratory License from DPH
 - College of American Pathologists (CAP) certificate
 - Society for Assisted Reproductive Technology (SART) certificate
 - American Registry of Diagnostic Medical Sonographers (ARDMS) certificate
 - American Institute of Ultrasound in Medicine (AIUM) certificate

- Medical Director – current, valid and unrestricted Massachusetts medical license and credentialed by Blue Cross.
- Roster of physicians must be:
 - Credentialed by Blue Cross
 - American Board of Medical Specialties (ABMS)-board certified in reproductive endocrinology

➤ **Behavioral Health Facility**

- *License* (one of the types listed below):

Commonwealth of MA Department of Public Health	Commonwealth of MA Department of Mental Health	Department of Early Education and Care
<ul style="list-style-type: none"> ▪ Clinic ▪ Acute substance use disorder treatment services ▪ Outpatient substance use treatment services ▪ Substance use ambulatory service ▪ Residential rehabilitation treatment service 	<ul style="list-style-type: none"> ▪ Psychiatric facility ▪ Alternative residential treatment program ▪ Residential treatment program 	<ul style="list-style-type: none"> ▪ Group care facility ▪ Temporary shelter facility

- Accreditation (one of the following):
 - Accreditation Association for Ambulatory Health Care (AAAHC)
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - Council on Accreditation (COA)
 - The Joint Commission (TJC)
- Medical Director – current, valid and unrestricted Massachusetts medical license and credentialed by Blue Cross

➤ **Behavioral Health Hospital****

- *License* (one or both of the types listed below):

Commonwealth of MA Department of Public Health	Commonwealth of MA Department of Mental Health
<ul style="list-style-type: none"> ▪ Hospital 	<ul style="list-style-type: none"> ▪ Private psychiatric hospital

- Accreditation (One of the following):
 - Accreditation Association for Ambulatory Health Care (AAAHC)
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - The Joint Commission
 - Council on Accreditation (COA)
- Medical Director – current, valid and unrestricted Massachusetts medical license and credentialed by Blue Cross

➤ **Chronic/Long Term Acute Care Hospital****

- *License:* Hospital
- Accreditation (one of the following):
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - The Joint Commission (TJC)

➤ **Community Mental Health Center****

- *License:* Organizational provider that does not offer in-patient level of care must be licensed by at least one of the following:

Commonwealth of MA Department of Public Health	Commonwealth of MA Department of Mental Health	Department of Early Education and Care
<ul style="list-style-type: none"> ▪ Clinic ▪ Acute substance use treatment services ▪ Outpatient substance use treatment services ▪ Substance use ambulatory service ▪ Residential rehabilitation treatment service 	<ul style="list-style-type: none"> ▪ Psychiatric facility ▪ Alternative residential treatment program ▪ Residential treatment program 	<ul style="list-style-type: none"> ▪ Group care facility ▪ Temporary shelter facility

- Accreditation (one of the following):
 - Accreditation Association for Ambulatory Health Care (AAAHC)
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - Council on Accreditation (COA)
 - The Joint Commission (TJC)
- Facility: Current Medicare participation

➤ **Durable Medical Equipment**

- Accreditation (one of the following):
 - Accreditation Commission for Health Care Inc. (ACHC)
 - Community Health Accreditation Program (CHAP)
 - The Compliance Team Inc of Exemplary Providers
 - Healthcare Quality Association on Accreditation (HQAA)
 - The Joint Commission (TJC)
 - The Board for Orthotist/Prosthetist certification (BOC)
 - American Board for Certification in Orthotics, Prosthetics & Pedorthics (ABC)

➤ **Early Intervention****

- *License:* Hospital
- Massachusetts DPH Early Intervention Program Certificate
- Mass Health participation
- Criminal Offender Record Information (CORI) check for each employee

➤ **Freestanding Cardiac Rehabilitation Center**

- *License:* Clinic or Physician
- Mass Health participation
- Accreditation:
 - American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR)
- Medical Director – current, valid and unrestricted Massachusetts medical license and credentialed by Blue Cross
- Attestation to current compliance with Standards Governing Cardiac Rehabilitation Treatment

➤ **Freestanding Dialysis Facility**

- *License:* Dialysis facility

➤ **Freestanding Radiation Oncology Center**

- *License:* Clinic or Physician
- Accreditation (one of the following):
 - American College of Radiology (ACR)
 - American College of Radiation Oncology (ACRO)
 - The Joint Commission (TJC)
- Registration – Radiation Control Inspection Letter

- Medical Director – current, valid and unrestricted Massachusetts medical license and credentialed by Blue Cross
- Roster of physicians - all physicians must be credentialed by Blue Cross

➤ **Freestanding Sleep Study Facility/Out of Center Testing Sleep Testing Providers****

- *License:* Clinic or physician
- Accreditation (one of the following):
 - The Joint Commission (TJC)
 - Accreditation Commission for Health Care Inc. (ACHC)
 - American Academy of Sleep Medicine (AASM):
 - Out of Center Sleep Testing (OCST) for adult patients
 - In Facility Sleep Testing
 - Independent Sleep Practice Accreditation (formerly HSAT Stand Alone programs).
- Polysomnographic technicians (PSG)
 - The provider shall employ at least one Polysomnography technologist; all technologists must have adequate training in performance of PSG testing.
 - Certification from the Board of Registered Polysomnographic Technologists
- Medicare participation as an Independent Diagnostic Testing Facility (IDTF)
- Medical Director: Current, valid and unrestricted medical license and must be credentialed by Blue Cross in Sleep Medicine (ABMS board certified in Sleep Medicine or must meet the current training requirements for board certification in Sleep Medicine)

➤ **Home Health Agency****

- Mass Health participation
- Accreditation (one of the following):
 - Community Health Accreditation Program (CHAP)
 - Accreditation Commission for Health Care (ACHC)
 - The Joint Commission (TJC)
 - Copy of most recent DPH survey results. Must meet Blue Cross standards.

➤ **Home Infusion Therapy**

- *License:* Retail Pharmacy
 - Current and valid Massachusetts retail pharmacy license
- Mass Health participation
- Facility Medicare participation
- Accreditation (one of the following):
 - Accreditation Commission for Health Care Inc. (ACHC)
 - Community Health Accreditation Program (CHAP)
 - The Joint Commission (TJC)
- Registrations and Certificates (**all** of the following):
 - Federal Drug Enforcement Agency (DEA) Certificate
 - Massachusetts Controlled Substance Registration (MSCR)
- Pharmacist – Current, valid and unrestricted Massachusetts license

➤ **Hospice Agency**

- *License:* Hospice
- Mass Health participation
- Accreditation (one of the following):
 - Community Health Accreditation Program (CHAP)
 - The Joint Commission (TJC)
 - Accreditation Commission for Health Care Inc. (ACHC)

- Copy of most recent DPH survey results. Must meet Blue Cross standards (if not accredited)
- **Free Standing Clinical & Independent Physiological/Diagnostic Laboratory**
- License: Current Massachusetts license (clinical laboratory only)
 - Mass Health participation (IPDL only)
 - Facility Medicare participation (Clinical Laboratory only)
 - Accreditation/Certificate for a Free Standing Clinical Laboratory (one of the following):
 - College of American Pathologists (CAP)
 - Clinical Laboratory Improvement Amendments (CLIA)
- **Limited Services Clinic**
- *License:* Clinic
 - Accreditation (one of the following):
 - Accreditation Association for Ambulatory Health Care (AAHC)
 - The Joint Commission (TJC)
 - Medical Director – current, valid and unrestricted Massachusetts medical license; must be credentialed by Blue Cross
 - Facility Medicare participation
- **Opioid Treatment Program (OTP)**
- Accreditation from one of the following:
 - The Joint Commission (TJC)
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - Council on Accreditation (COA)
 - License from the Department of Public Health, Bureau of Substance Abuse Services Clinic
 - Certifications:
 - Substance Abuse and Mental Health Service Administration (SAMHSA)
 - Current and valid DEA certificate
 - Medical Director’s Massachusetts license must be current, valid and unrestricted
 - Must specialize in Addiction Medicine, Addiction Psychiatry or Psychiatry
 - Must be credentialed by Blue Cross
- **Rehabilitation Hospital****
- *License:* Hospital
 - Facility Medicare participation
 - Accreditation (one of the following):
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - The Joint Commission (TJC)
 - Medical Director – current, valid and unrestricted Massachusetts medical license; credentialed by Blue Cross
- **Skilled Nursing Facility****
- *License:* Nursing Home
 - Mass Health participation
 - Facility Medicare participation
 - Accreditation (one of the following):
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - The Joint Commission (TJC)
 - Medical Director – current, valid and unrestricted Massachusetts medical license; credentialed by Blue Cross

➤ **Transitional Care Unit**

- *License:* Nursing Home
- Accreditation (one of the following):
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - The Joint Commission (TJC)
- Medical Director – current, valid and unrestricted Massachusetts medical license; credentialed by Blue Cross

➤ **Urgent Care Center**

- *License:* Clinic, Physician, or Hospital
- Accreditation (one of the following preferred):
 - Accreditation Association for Ambulatory Health Care (AAAHC)
 - Urgent Care Association (UCA)
 - The Joint Commission (TJC)
- Medical Director – current, valid and unrestricted Massachusetts medical license; credentialed by Blue Cross.
- Roster of clinicians – All clinicians rendering services to Blue Cross members must be credentialed by Blue Cross

All information submitted to Blue Cross as part of the re/credentialing process will be maintained in accordance with Blue Cross's commitment to confidentiality, subject to, and in accordance with legal restrictions. An applicant has the right to review information obtained by Blue Cross for the purposes of re/credentialing, including outside sources such as malpractice carriers, insurance carriers, state licensing boards, and NPDB reports. Information obtained by Blue Cross for purposes other than re/credentialing or which is prohibited from disclosure by law is not included. An organization may address any inconsistencies between information it provided and information obtained by Blue Cross. An organization has the right to request, in writing or via telephone, the status of its application(s). Blue Cross reserves the right to review and update our re/credentialing policies periodically.

[Top of the Document](#)

* Blue Cross refers to Blue Cross and Blue Shield of Massachusetts, Inc., Blue Cross and Blue Shield of Massachusetts HMO Blue®, Inc., and/or Massachusetts Benefit Administrators LLC, based on Product participation.

** Providers of this specialty are subject to review of all sites where Blue Cross members are treated.

MPC_020516-1U-3-O (rev. 6/20)