


No. CD1002	Credentialing POLICY AND PROCEDURE MANUAL	
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Effective Date: 01/01/2019	Section: Initial and Recredentialing	
Previous Versions Dated: 01/01/2018	Criteria for PCP Categorization	

I. SCOPE

This policy applies to (1) Canopy Health, LLC (“Canopy Health”) and its subsidiaries and affiliates (each, an “Affiliate”); and (2) any other entity or organization with which Canopy Health contracts for such entity or organization to perform provider credentialing on Canopy Health’s behalf (each a “Contractor”). To the extent that any Contractors perform functions set forth herein, references to “Canopy Health” or the “Credentialing Department” shall be interpreted to refer to such Contractors.

II. PURPOSE

The purpose of this policy is to define the minimum qualifications, relating to education/training and work experience, required to contract a practitioner as a Primary Care Provider (“PCP”) within Canopy Health’s network.


III. DEFINITIONS

Primary Care Provider: A practitioner who provides both the first contact for a member with an undiagnosed health concern as well as continuing care of varied medical conditions, not limited by cause, organ system, or diagnosis. The PCP is the "gatekeeper" who regulates access to more costly procedures or specialists. Ideally, the primary care physician acts on behalf of the member to collaborate with referral specialists, coordinate the care given by varied organizations such as hospitals or rehabilitation clinics, act as a comprehensive repository for the member’s records, and provide long-term management of chronic conditions.

IV. POLICY

- A. It is the policy of Canopy Health, unless otherwise approved by the CPRC, that any provider who renders care to members in a primary care capacity be a physician who is board-certified or has completed proper education and training through an ACGME recognized program in the following disciplines:
 1. General practice (GP)
 2. Family practice/medicine (FP/FM)
 3. Internal medicine (IM)
 4. Pediatrics (PEDS)
 5. Obstetrics-gynecology (OB/GYN)


- B. Additionally, all PCPs must:
 1. Ensure availability of 24 hour call coverage
 2. Provide same-day access to Urgent Care
 3. Have admitting privileges (or hospitalist coverage) with contracted hospitals

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4. Assume full responsibility for Coordination of Care for all assigned members
 5. Any provider extender, i.e. NPs and PAs, within a contracted PCP office must be credentialed appropriately prior to rendering services to members.
- C. It is the policy of Canopy Health in compliance with state specific regulations that any practitioner, i.e. physician or provider extender, contracting as a PCP have a complete and current facility site review.
 - D. It is the policy of Canopy Health that the initial status of the provider as a PCP will be probationary for one year and, at all times, contingent upon the absence of any negative quality assurance issues highlighted through reviews undertaken by Canopy Health.
 - E. It is the policy of Canopy Health that PCP providers notify Canopy Health of any changes or events that may interfere with their compliance to their provider contract and the criteria outlined in this policy.

V. PROCEDURE

- A. Canopy Health's credentialing department will determine if a provider meets the above criteria for categorization as a PCP during the primary source verification of the provider's education/training and work experience.
- B. The credentialing application will detail a provider's education and training background and certifications.
 1. Should a provider be board certified in any of the specialties listed in Section IV (A) of this policy, then the primary source verification of the board certificate will be sufficient to categorize a provider as a PCP.
 2. Should the provider not be board certified, then an AMA or AOIA will be used to primary source verify the provider's education/training in any of the above-listed specialties.
- C. Upon determination of provider's category, the credentialing specialist must update the Canopy Health credentialing database with this information.
- D. Performance and Ongoing Monitoring will be maintained as outlined in Policy CD 1007 to ensure that PCPs in their first year of participation adhere to the applicable standards.

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VI. ENFORCEMENT

All employees whose responsibilities are affected by this policy are expected to be familiar with the basic procedures and responsibilities created by this policy. Failure to comply with this policy will be subject to appropriate performance management pursuant to all applicable policies and procedures, up to and including termination. Such performance management may also include modification of compensation, including any merit or discretionary compensation awards, as allowed by applicable law.

VII. REFERENCES

1. Not applicable