


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Credentialing System Controls	Policy ID:	PLANCG-84
	Approved By:	Peer Review and Credentialing Committee	Last Revision Date:	04/26/2024
	States:	Oregon	Last Review Date:	04/26/2024
Application:	Medicaid	Effective Date:	04/27/2024	

PURPOSE

The DCO ensures that all data collected by the DCO credentialing department is entered correctly. The DCO ensures that the provider information/credentialing database is protected by password, limited to only those employees who require access and changes are limited to those with permission. The database is designed so that all changes made to the database are documented and recorded.

POLICY

Provider information/credentialing information is documented accurately in the DCO database and protected from unauthorized change. The database controls include but are not limited to:

- Credentialing team staff will be trained on data entry with regular auditing for accuracy.
- The database will be protected with passwords and change/view permissions appropriate to the user.
- The database will record changes made including date, time, and user.
- Database fields will be programmed to prevent duplication.

Data Receipt

Information will be received in written form or electronically through web interface.

Data Accuracy

- Credentialing staff will be trained in how to enter data into the plan database.
- Annual audits will be conducted to verify data has been entered accurately.
- Annual audit will include 10 randomly selected files comparing original to entered data.
- DCO Reporting staff will conduct the annual audit.

Monitoring of Data Accuracy

- Annual audits will be conducted to verify data has been entered accurately.
- Annual audit will include 10 randomly selected files comparing original to entered data.
- Monitoring and Oversight Compliance staff will conduct the annual audit.
- The staff will select 10% or 10 (whichever is more) recredentialing and initial credentialing files. The samples will include only files with modifications.

Any erroneous modifications that occurred will be researched and addressed with the specialist through additional training and documented. When erroneous modifications are found, quarterly monitoring will

occur until findings show improvement for at least two (2) consecutive quarters. Any erroneous modifications will be corrected through this process.

Advantage requires all employees to adhere to its policies and procedures including those related to modifications to system and credentialing information.

Database Protections

- Users will be issued passwords for accessing the database. These passwords will be protected in the same manner as other enterprise issued passwords.
- Users will be assigned permissions within the database according to their position.

Data Modification & Deletion

- Credentialing Specialists and Above will be permitted to make modifications to data.
- Credentialing Managers and Above will be permitted to make deletions of data.
- Managers and above will have permission to request changes to fields names and formats.
- All users will have read only permission unless their position requires editing access.

Database Change Documentation

- The Database will record changes made to the data in the record history.
- The record history will show the time, date, and user who made the changes.
- The record history will include a revision history of each of the required fields.
- The change reason will be recorded in the record.

Modification of Data

When credentialing staff have a need to modify or delete data or documentation within the credentialing database, under the following circumstances authorized users may modify or delete:

- Update information during credentialing or re-credentialing
- Update information between credentialing cycles
- Update expired verifications during or between cycles
- Remove erroneous data or documentation

Duplication Prevention

Certain fields will be protected from containing duplicate data in the database. These fields include:

- State License Number
- Individual NPI
- Provider Social Security Number

REFERENCES

NCQA Credentialing Standards

Revision History

Date:	Description
1/15/2022	Adoption And Approval
02/20/2023	Updates Made from CCO Findings
04/26/2024	Updates based on annual review.

