

Credentialing FAQ

(REV 08526)

Credentialing Question	Answer
We are a facility; do I credential individual providers or as a facility? Example: Physical Therapy Office	To ease the credentialing process Molina is credentialing your organization as a facility. To obtain this HDO/DO form please reach out to PFMemails@elmand oakhealth.com. During initial credentialing, credentialing must be completed prior to completion of a contract for any organization/facility not currently contracted with Molina Healthcare. Approval of your credentialing does not constitute finalization/approval of your contract and network participation. Reminder: Once credentialing has been approved with Molina, an approval letter will be sent out with the participating effective date. The facility is considered a non-participating until credentialing is complete.
I am a professional how do I initiate credentialing?	Molina Health Plan of New York will process the credentialing, however if you are a new provider with an existing contract, we will need a practitioner application. We will update our network data and forward the cred app to Molina to initiate credentialing. To obtain the form or ask questions please reach out to PFMemails@elmand oakhealth.com. Reminder: Once credentialing has been approved with Molina, an approval letter will be sent out with the participating effective date. The provider is considered a non-participating until credentialing is complete.
How long does the credentialing process take?	Credentialing can take up to 60 days to complete.
What can delay my credentialing process?	There are several items that can delay or even reject a request for credentialing. 1. Incomplete form 2. CAQH expired 3. CAQH not updated 4. Failure to attest and authorize Molina to view the application. 5. Failure to include and attach additional information. Such as Liability insurance info.

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Who do I reach out to obtain status questions?	You should reach out to PFMemails@elmandoakhealth.com
Are Midlevels Credentialed? (Nurse Practitioner- NP) (Physician Assistant- PA)	A Midlevel generally DOES NOT get credentialed. The only exception would be Nurse Practitioners. NPs. Nurse Practitioners can request to be credentialed as a solo practitioner or within a group. Note: ❖ Nurse Practitioners who want to be credentialed must have a collaborating MD. For more information visit this link with NYS ED Dept of professionals: NYS Nursing:Practice Information:Practice Requirements for Nurse Practitioners (nysed.gov) ❖ Nurse Practitioners who do not want or need credentialing will need a supervising MD listed. <i>***The supervising MD would need to be credentialed prior to being listed as a supervising MD.</i> ❖ PA (Physician Assistants) DO NOT credentialed. ❖ PA (Physician Assistants always require a supervising MD. <i>***The supervising MD would need to be credentialed prior to being listed as a supervising MD.</i> The credentialing can take up to 60 days to complete. All required documentation is required. To initiate credentialing CAQH MUST BE update and Molina authorized to view the CAQH profile. Any questions please send to: PFMemails@elmandoakhealth.com
Does Elm and Oak Health Credential Providers?	No, Molina Health Plan of New York governs and owns the provider credentialing process. Elm and Oak Health assists in guiding providers in the process by educating the provider in the credentialing process and obtaining the initial provider enrollment application to ensure all initial data is current.