

Oregon's Health IT Program: Common Credentialing

Oregon is transforming health care delivery to provide better health, better care and lower costs for all Oregonians and health technology is essential to these efforts. Improving system efficiencies and facilitating administrative simplification is essential to reducing overall system costs for Oregon.

What common credentialing?

Health care practitioners must be credentialed to be affiliated with a coordinated care organization (CCO), health plan or hospital. This consists of a formal review of their qualifications and licensing. Common credentialing provides a centralized way for health care credentialing organizations to access all information necessary to credential or re-credential health care practitioners in Oregon.

Why is common credentialing needed?

Centralized professional verification of practitioner credentials is an essential component to ensuring Oregonians receive quality care. CCOs, health plans, hospitals, insurers and other health care organizations are required to credential and re-credential their providers on a regular basis.

Benefits

- Simplify the credentialing process for providers, CCOs, health plans and hospitals
- Reduce costs and redundancies
- Provide up-to-date, accurate practitioner information
- Increase system efficiencies

However, credentialing currently is done using various systems and processes. In turn, health care practitioners are subject to repeating the credentialing and recredentialing process through these many systems. This can consume numerous hours of time and result in a duplication of efforts, increased potential for errors and system costs.

What is being done to address this need?

Oregon has already taken the first step in tackling this burdensome process and developed the Oregon Practitioner Credentialing Application. All hospitals and health plans in Oregon are required to use this form. It has reduced some redundancies, but multiple systems and processes continue to exist.

Mandated by Senate Bill 604 (2013), the Oregon Health Authority (OHA) is now implementing the Oregon Common Credentialing Program for credentialing organizations and practitioners.

OHA has been working with an advisory group that includes individual practitioners and representatives from across credentialing organizations, regulatory boards, and provider practices on programmatic and "solution" requirements necessary for an efficient and effective Program. Shared goals are to ensure the development of a value-based tool that

provides accurate and timely credentialing information, offers an equitable and balanced user fee structure, and meets legislative requirements.

How will the common credentialing solution be used?

Health care practitioners are required to enter their credentialing information into the centralized solution and credentialing organizations must use the solution to get that information for credentialing purposes.

Practitioners must attest to the accuracy of their information every 120 days or update it. Overall, the Program will reduce duplication, the potential for errors, and costs by:

- ▶ Reducing the number of forms and supporting documentation a practitioner must submit to be credentialed and affiliated with multiple credentialing organizations and
- ▶ Allowing providers' credentialing information to be collected and verified centrally and then accessed by multiple credentialing entities, reducing the time these organizations spend on redundant processes.

CONTACT Information:

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More about the Oregon Health Information Technology Program

The Oregon Common Credentialing Program is one of several initiatives, including the Clinical Quality Metrics Registry and Provider Directory, currently being developed by the Office of Health IT.

Get Involved in Oregon Health IT

- **Visit our websites**
Office of Health Information Technology - www.HealthIT.Oregon.gov

Common Credentialing Advisory Group - www.HealthIT.Oregon.gov, then select Common Credentialing Advisory Group from the quick links.
- **Attend a HIT Oversight Council (HITOC) meeting, provide comment**
Visit www.HealthIT.Oregon.gov for link to schedules and locations.
- **Subscribe to HITOC and OHIT listserv** - Announcements about HITOC meetings, requests for nominees for upcoming workgroups, Office of Health IT newsletter and progress updates. Sign up at www.HealthIT.Oregon.gov.