



Texas Credentialing Alliance (TCA)

Full Implementation of the CVO to Begin April 2018

Provider Webinar to take place March 1, 2018

The Texas Association of Health Plans (TAHP) in collaboration with the Texas Medical Association (TMA) and Medicaid Managed Care Organizations are excited to announce a joint effort to reduce credentialing burdens for Texas providers including physicians, allied health practitioners, hospitals, facilities and ancillary providers including LTSS (herein we will refer all of these types as providers). TAHP and TMA selected Aperture, LLC, for a statewide Credentialing Verification Organization (CVO) contract used by all 19 Medicaid health plans in Texas to streamline the provider credentialing process. Moving forward, this initiative will be referred to as the **Texas Credentialing Alliance (TCA)**.

What Should Providers Expect in April 2018?

Beginning in April 2018, all new and providers currently contracted with a Medicaid MCO will begin to receive notifications from Aperture regarding initial credentialing events and information about the common recredentialing date.

The CVO will eliminate administrative burdens by adopting a single re-credentialing date (recredentialing must occur no less than every 3 years). For example, if you participate with 3 health plans you would have 3 different recredentialing dates. With a common date, you have one recredentialing date.

To achieve this simplification, you may need to be recredentialed for some MCOs before the 3-year period ends; however, once the common date is established, the recredentialing will reoccur on a 3-year cycle for all MCOs that you participate.

The Texas Association of Health Plans (TAHP) will host a webinar for providers to provide an overview of the process and allow an opportunity for providers to ask questions. The webinar will be held on March 1, 2018 from 1:00 – 3:00 p.m. A recording will be made available for those unable to attend. Instructions for logging on to the webinar are as follows:

Webinar Directions:

Click this link or paste in browser to join the webinar: <https://tahpgm.globalmeet.com/TAHPMeeting>

- A screen that says Welcome to TAHP Meeting will open and ask for your name and email address.
- Please enter your information and click Join Meeting and you will be placed in the webinar.
- A box title CONNECT AUDIO will open and provide 2 options: CALL MY PHONE or CALL MY COMPUTER. Select CALL MY PHONE and enter YOUR phone number in the box provided.
- The system will automatically dial your phone number, and once you answer the call on your phone you will be connected to the meeting.

How the CVO Works:

As done today, you will continue directly contacting the plan(s) you wish to contract with, but you do not need to submit a credentialing application to each plan(s). The MCO(s) will notify Aperture, the CVO, to begin the credentialing process with you. Aperture will reach out to providers to start the credentialing process and will also accept the credentialing application and perform the primary source verification (PSV) that includes verification of your application, license and all applicable licenses/documents.

The Council for Affordable Quality Healthcare (CAQH) will remain available for practitioners and health professionals who currently use it and a new solution will be offered for ancillaries and facilities through Availity beginning April 2018. Paper applications will continue to be accepted by Aperture.

The credentialing process is separate from the contracting process. Providers will still need to engage with the MCO for contracting needs and provide any additional information to complete the credentialing process.

Providers enrolling in Texas Medicaid and CHIP through Texas Medicaid & Healthcare Partnership (TMHP) must still follow the processes as provided by TMHP/HHSC. Providers must complete the enrollment process through TMHP/HHSC prior to credentialing with the MCO(s).

Benefits

Saves time by eliminating duplicative efforts and processes for providers who credential and re-credential separately with multiple MCOs.

Lowers administrative costs for providers and MCOs.

Utilizes existing web-based portals (CAQH and Availity) to access provider credentialing application information, allowing providers who use those portals to easily update and maintain their application information for multiple product lines.