



COVID-19 Temporary Credentialing Modifications

Updated June 29, 2020

COVID-19 has turned our world upside down and changed our lives in ways we could have never imagined. We at MultiPlan have never been more grateful to the providers in our networks — and all providers — who are on the frontlines risking their own health to help others.

We understand that the entire healthcare delivery system is being tested during this national emergency. As such, we would like to let you know about some temporary adjustments we are making to our credentialing processes in an effort to make it easier for our participating providers to care for their patients.

MultiPlan is committed to prioritizing and expediting our credentialing efforts for states experiencing a high volume of COVID-19 cases. However, we understand that getting patients' access to care quickly is of the utmost importance for our participating providers. As such, MultiPlan will, in states that allow it, temporarily add providers meeting certain criteria to the network. This includes:

- Providers associated with a participating medical group and/or Facility
- Providers who are coming out of retirement to treat patients
- Graduating residents who have not completed their residency and/or are still waiting to finalize their training
- Newly hired physicians
- Advanced Practice Providers (nurse practitioners and physician assistants) provided they meet applicable state supervising physician requirements

These providers will be added to the network for claim payment purposes – but not listed in the directory – so claims will price in-network provided they are billing using a TIN that is covered by a Network agreement with MultiPlan. Our goal will be to ensure all claims accurately price in-network with as little overhead on your behalf as possible.

For those participating providers crossing state lines to provide care, state licensing requirements will be waived. Providers applying for network participation will only be required to show evidence of a valid state license in the state they most commonly provide healthcare services. There will be no additional credentialing requirements, which is consistent with NCQA guidance.

We currently will accept a digital signature in lieu of a physical signature on our provider application. We are permanently updating our process on a go-forward basis.

Temporary State-Specific Regulations

In Rhode Island, health care entities are required by OHIC Bulletin 2020-03 to notify participating providers of temporary changes to credentialing policies. Currently through October 1, 2020 or the expiration of the Executive Order 20-29, health care entities shall effectively suspend their re-credentialing requirements of providers, and allow providers to maintain their credentialed status. Furthermore, during this timeframe a health care entity shall not remove any licensed provider from its network unless fraud or patient harm are indicated or the provider is identified by the Office of the Inspector General (OIG) for the U.S. Department of Health and Human Services as excluded from participation in federal health care benefit programs. MultiPlan has temporarily relaxed our credentialing policies and is in compliance with Rhode Island's requirements.