

## Credentialing Workgroup Charter

Updated: August 28, 2023

Background: Washington State healthcare provider organizations and health plans have been using the Medversant Credentialing application since 2009, when the state required usage of a singular credentialing program via ESSB 5346. Starting June 2023, Medversant experienced significant system outages that have made it very difficult if not impossible to get providers credentialed.

On August 14, 2023, the Office of the Insurance Commissioner (OIC) notified health plans that OneHealthPort will be establishing a working group designated under RCW 48.165.030, consisting of health carrier and provider representatives. Health carriers will participate in good faith in this working group, which must report back to OIC regarding a long-term solution to the credentialing challenges under Medversant by no later than November 1, 2023.

### 1. Scope of Workgroup

The focus of this workgroup is to consider and report back to the OIC, by November 1, 2023, a long-term solution for credentialing.

The group will:

- a. Collaboratively consider and evaluate long-term solution(s) for the credentialing process in Washington State, specifically the submission, attestation and retrieval of provider credentialing applications
- b. Assess the need for a transition pathway(s) to the solution(s) if applicable
- c. Make a recommendation to the OIC about a long-term solution and transition pathway

### 2. Out of scope

- a. Short term solutions related to the outage
- b. No Surprise Act 90-day verification
- c. Provider Directory updates

### 3. Guidelines

- a. Well intentioned collaborative effort of provider organizations and health plans to consider long-term solutions and transition pathways
- b. Members will have operational responsibility for credentialing and will be subject matter experts

- c. Members will be liaisons within their organizations to consider the issues and proposed solution
- d. Members will attend workgroup meetings on a regular basis and be an active participant, including accepting assignments for research and validation when needed. Meeting materials should be reviewed before each meeting and the meeting synopsis and related materials should be reviewed after each meeting.
- e. Members will timely respond to identified action items
- f. Off-agenda topics are discouraged, along with any discussions that are targeted at a specific health plan or provider.