



Policy Name:	Credentialing: New Employee Orientation	Date Revised:	9/2017
Purpose:	Credentialing for New Employees	Board Approval:	9/2017

Policy: Agency is committed to maintaining systems to help reduce billing fraud and abuse. All employees of Agency will participate in New Employee Orientation their first two weeks as an employee unless other prior arrangements have been made. During this time, the Credentialing Coordinator will assist new employees in credentialing with all appropriate parties.

Procedure: The Credentialing Coordinator and/or a designee will attend day one of all New Employee Orientations. At this time, the Credentialing Coordinator will:

- Obtain information from staff in order to submit an electronic individual National Provider Identifier (NPI) application on their behalf; applications will be completed and submitted prior to staff beginning direct care work.
 - New employees with an existing NPI number will update their agency address and credentials to reflect a Agency address and their current credentials
- Collect completed Staff ID Request Forms to credential each staff with the counties they will primarily be working in
- Obtain an original, hard-copy signature for all staff for audit purposes

Once the NPI enumerator has generated an NPI number for staff, Credentialing Coordinator adds the unique NPI number, taxonomy code, and any county issued ID's into the employee's electronic profile.

Changes related to staff licensure status, taxonomy category, or legal name will be communicated to the Credentialing Coordinator who will coordinate the update to staff's NPI account or county record(s) to reflect the most current and accurate information.

The Agency Human Resources department verifies all employees and contractors upon hire or start of contract and monthly to ensure that they do not appear on either the Federal Office of Inspector General's Exclusion List or on the Medi-Cal List of Suspended or Ineligible Providers and stores them in a separate binder outside of their personnel or contract files.

If an employee or contractor is identified to be on the Federal Office of Inspector's General's Excluded List of Providers, or on the Medi-Cal List of Suspended or Ineligible Providers, immediate steps are taken to notify the Credentialing Coordinator and respective Program Director.