

Grow Care, Inc.
CREDENTIALING PROGRAM
Amendment to Credential Program
Policies and Procedures

AMENDMENT VERSION: 1.1

EFFECTIVE: 4/29/2022

REVIEW: Annual

POLICY OWNER: Credentialing Director

Purpose

The purpose of this document is to outline the scope of additional requirements based on state regulations and guidelines which may be above and beyond the elements covered in the Credentialing Program Policies and Procedures document. Elements are listed below by state or territory.

Alabama

In compliance with AL 12969 2019: 420-5-6.11 (for HMO products only)

Grow Care, Inc. shall conduct an annual affirmative capacity analysis of available providers required to render covered series. Grow Care, Inc.'s established credentialing committee is responsible for reviewing each provider prior to contracting with the provider to determine that each provider is properly credentialed in Alabama. The credentialing committee shall conduct annual reviews of each contracted provider for state licensure/controlled substance certificate.

Medicaid - The Medical Director shall have a current license in the state of Alabama.

Arizona

In compliance with Ariz. Rev. Stat. §§ 20-3401 HB 2322; AZ Revised Statutes Title 20 Article 9 20-1077; Ariz. Rev. Stat. §§ 20-3401 HB 2322

A standard electronic credentialing application will be used as well as electronic transmission of supporting documentation.

Grow Care, Inc. shall acknowledge the receipt of a complete or incomplete application within seven (7) calendar days. If a response for additional information is not received within thirty (30) calendar days, the application may be deemed withdrawn.

A credentialing decision letter will be sent to an applicant within seven (7) calendar days of completion of the credentialing process. All nonproprietary information pertaining to a provider's application and final decision will be made available to the applicant upon request if allowed by law.

Grow Care, Inc. will make the following nonproprietary information available to all applicants for credentialing and must post the information on its website: (a) the applicable credentialing policies and procedures; (b) a list of all the information required to be included in an application; (c) a checklist of materials that must be submitted in the credentialing process; (d)

designated contact information, including a designated point of contact, an email address and a telephone number to address any credentialing inquiries.

Medicaid – Initial credentialing shall be complete with seventy-five (75) days of completed application. Any provider found on the Health and Human Services – Office of Inspector General (HHS_OIG) List of Excluded Individuals or Entities may be terminated without an appeal right.

Arkansas

In compliance with AK §23-99-411, HB1546; ACA §17-95-107 (f)(1); ACA §17-95-107 (f)(1); R Act 1410 of 1999: 5.2.2.1/5.2.2.2 2015-AR-019-SRQ001; ACA §17-80-117 (b)(c)

Grow Care, Inc. will use an NCQA certified CVO for all credentialing activities for Doctors of Medicine (MDs) and Doctors of Osteopathy (DOs). All MDs/DOs licensed by the state medical board will be required to submit all applicable credentialing information so that the board may verify the information by primary source verification procedures in order to make such information available to credentialing organizations. Organizations will need to access the Arkansas “Centralized Credentialing Verification Service (CCVS)” to obtain all credentialing information with the exception of the National Practitioner Data Bank (NPDB).

Credentialing organizations that utilize the credentialing information system offered by the board shall not attempt to collect duplicate information from individual physicians or originating sources, but nothing in this section shall prevent any credentialing organization from collecting or inquiring about any data not available from or through the board, nor from reporting to or inquiring of the National Practitioner Data Bank.

Policies and Procedures of the Arkansas State Medical Board CCVS as established for physicians will be reappointed/recredentialed by their birth date.

Recredentialing.

Grow Care, Inc. shall notify a physician in writing at least ninety (90) days before the deadline to submit a recredentialing application.

Grow Care, Inc. will give the physician written notice at least forty-five (45) calendar days prior to terminating the physician for failure to submit a recredentialing application.

Decision made within sixty (60) calendar days from the date of submission of a completed application for participation or renewal for physicians [MD/DO] [However, when a physician's credentials are verified through the CCVS the sixty (60) days turnaround time is stopped from the date an order is received by the CCVS from the health care insurer until the date the health care insurer receives notification by the CCVS that the file is complete and available for retrieval].

All Non-MD/DO turnaround time is one hundred eighty (180) calendar days from the date of submission of a completed application for participation or renewal for all other types of providers, including OP's if applicable. Grow Care, Inc. shall provide written acknowledgement to a provider within ten (10) days of the receipt of an application. Upon receipt of an application, Grow Care, Inc. will review the application to determine if the application is complete. If the application is incomplete, Grow Care, Inc. shall notify the applicant provider in writing within fifteen (15) calendar days that the application is incomplete. The notice shall include a list of the items required for the application to be complete.

If a provider has been denied by the credentialing committee, Grow Care, Inc. shall include a written notice including a statement of reasons for the participation denial of a request for initial participation or renewal.

When disciplinary action is taken against a healthcare professional as a result of the diversion, misuse, or abuse of illicit drugs or controlled substances as defined by state and federal law by a healthcare professional, Grow Care, Inc. shall notify the appropriate licensing authority within seven (7) days of the final disciplinary action of voluntary resignation. The notice should include

(1) The name, address, and telephone number of the person who is the subject of the report; and (2) A description of the facts giving rise to the issuance of the report.

The Arkansas State Medical Board's Centralized Credentialing Verification Service (ASMB – CCVS) is mandated for primary source verification for credentialing physicians. Physicians include M.D., D.O and M.B. only. (Arkansas Code section 17-95-202.)

California

In compliance with CA Business & Professions Code 805 and 809

Grow Care, Inc. will ensure Peer Review reporting requirements are within fifteen (15) days of recommendation or final decision.

Medicaid

Medi-Cal Suspended and Ineligible Query at Credentialing:

<http://files.medi-cal.ca.gov/pubsdoco/SandILanding.asp>

Colorado

In compliance with C.R.S. Title 25-1-108-7; CCR 1011-2 Standards for Health Maintenance Organizations; 12-36.5-104 and CO State Board of Medical Examiners Rule 360; Board of Medical Examiners Section 12- 36.5-104(7)(f); Colorado Statutes 12-36.5-104 Colorado State Board of Medical Examiners- Rule 360 (7)(a)(c-e)

Grow Care, Inc. will ensure the collection of credentialing information is done so using the Colorado Health Care Professional Credentials Application. Colorado Health Care Professional Credentials Application is available through

<http://www.cdphe.state.co.us/op/bh/cohealthcareprofessionalcredentialsapp.html>.

Grow Care, Inc.'s professional review committee will be composed only of physicians who are licensed to practice medicine in the State of Colorado and who have entered into a contract or subcontract to provide medical services to enrollees of the health maintenance organization. A medical director may be a non-voting member of the professional review committee.

Delaware

In compliance with DE ADC 18 1400 1403 (Regulation 1403) 11.2.2

Grow Care, Inc, will ensure all application and credentialing verification policies and procedures will be provided upon request.

Grow Care, Inc. will ensure the election criteria used shall not be established in a manner that would allow the organization to avoid high-risk populations by excluding providers because they are located in geographic areas that contain populations or providers presenting a risk of higher-than-average claims, losses or health services utilization.

District of Columbia

In compliance with DC Law 14-96

Grow Care, Inc. will use a uniform mandated provider application via the download from the website or the use of CAQH application is acceptable.

Florida

In compliance with Annotated Statutes Section 641.495

The Medical Director must be licensed in Florida.

Medicaid – CAQH application will be used.

GSA-EPLS/SAM is required.

National Plan and Provider Enumeration System (NPPES)(NPI) query will be conducted. AMA may be used if NPI is listed.

Query of FL AHCA website to ensure providers are not excluded from participation in Medicaid

[http://apps.ahca.myflorida.com/dm_web/\(S\(fwa3rthvb1oux5lcisjyulb4\)\)/Default.aspx#Final_Orders](http://apps.ahca.myflorida.com/dm_web/(S(fwa3rthvb1oux5lcisjyulb4))/Default.aspx#Final_Orders)

Hawaii

Medicaid

Query for Medicaid Sanction.

<https://medquest.hawaii.gov/en/plans-providers/provider-exclusion-reinstatement-list.html>

Illinois

In compliance with 410 ILCS 517/15b, d, f; Adm. Code 965.140(b). (MDs, DOs and DCs only)

For MDs, DOs and DCs only: Uniform application will be used.

Provider credentialing will be completed within sixty (60) days of completed application.

Indiana

In compliance with IN code IC 27-8-11-7 (b) (b), (c), (d)

Grow Care, Inc. will ensure the use of CAQH application electronic or paper format is used.

Once a completed application has been received, if a deficiency is identified Grow Care, Inc. will notify the applicant within thirty (30) business days of receipt of the completed application.

Grow Care, Inc. will notify a provider concerning the status of the provider's completed credentialing application no later than:(1) sixty (60) days after the receipt of the completed credentialing application form and (2) every thirty (30) days after the notice is provided until a final credentialing determination concerning the provider has been made.

Medicaid – Initial credentialing will be completed within thirty (30) days of receipt of a completed application.

NPI/NPPES query will be conducted

GSA/SAM query will be conducted

Query of FSSA-Termination of provider participation (Medicaid Exclusion)

<https://www.in.gov/fssa/ompp/4973.htm>

Iowa

In compliance with Iowa ADM Code 191-70.10(3b)

Grow Care, Inc. will notify an applicant of credentialing determination regarding a properly submitted application for credentialing within ninety (90) days of receipt of an application containing all information required by the Grow Care, Inc.'s credentialing form.

Kansas

In compliance with Kansas Bulletin 2007-2

Grow Care, Inc. will use the adopted insurance departments application CAQH credentialing application.

Medicaid – credentialing will be completed within sixty (60) days of receipt of a complete application.

Query of National Plan and Provider Enumeration System (NPPES)(NPI)

Query of GSA-EPLS/SAM query

Query of KS Medicaid Sanctions Query

http://www.kdheks.gov/hcf/medicaid_program_integrity/index.htm

Kentucky

In Compliance with KY Statute KRS § 304.17A-576

Grow Care, Inc. shall notify an applicant of its determination regarding a properly submitted application for credentialing within forty-five (45) days of receipt of an application containing all information required by the most recent version of the Council for Affordable Healthcare (CAQH) credentialing form.

Medicaid

Grow Care, Inc. shall notify a healthcare provider electronically or in writing of any omitted information within 30 days of receipt of completed application. Grow Care, Inc. will notify a provider electronically or in writing within sixty (60) days of receipt of application the status of credentialing and will continue to provider notices every thirty (30) days until a final determination has been made.

Credentialing will be complete within ninety (90) days of receipt of completed application.

Query of National Plan and Provider Enumeration System (NPPES)(NPI)

Query of GSA-EPLS/SAM query

Query of Medicaid Provider Termination/ Exclusion list

<https://chfs.ky.gov/agencies/dms/dpi/pe/Pages/terminated.aspx>

Louisiana

In compliance with LSA-R.S. 22:1009 (B)(1); (B) (2) a and b

Grow Care, Inc. shall utilize the CAQH application. Within thirty (30) days of the date of receipt of the application, Grow Care, Inc. shall inform the applicant of an incomplete application.

Grow Care, Inc. shall inform the applicant in the event that any needed verification or a verification supporting statement has not been received within sixty (60) days of the date of the request. Credentialing and recredentialing shall be completed within ninety (90) days of receiving all of the information to make a decision.

Medicaid

Query of National Plan and Provider Enumeration System (NPPES)(NPI)

Query of GSA-EPLS/SAM query

Louisiana Exclusions Database query <https://adverseactions.ldh.la.gov/SelSearch>

Maine

In compliance with ME Statutes 24-A M.R.S.A. 4303 Title 24-A., Chapter 56-A. Health Improvement Act Subchapter I. Chapter 850 Section 7.; 05.2388 Reg. 02-031-850 Code Me. R.

§ 02-031-850 Section 7. (G.) 12 (a-c); Maine Revised Statutes 24-A M.R.S.A. 4303 Title 24-A. Maine Insurance Code Chapter 56-A. Health Improvement Act Subchapter I./ Chapter 850, Section 7. (G.) 12 (d. i.)

Credentialing decisions will be made within sixty (60) days of receipt of completed credentialing application. This may be extended upon written notice up to within sixty (60) days following a submitted complete application stating information contained in the application requires additional time to verify. All credentialing decisions will be made within one hundred eighty (180) days of receipt of a completed application.

Upon written requests, Grow Care, Inc.'s application and credentialing policies are made available to a provider. Each provider shall have the right to review all information, including the source of that information during the credentialing and recredentialing processes.

Each provider shall be notified of any information obtained during the credentialing process that does not meet Grow Care, Inc.'s credentialing standards or that varies substantially from the information provided by the provider.

Grow Care, Inc. does not require a provider to have a home address within the state of Maine before accepting an application.

Maryland

In compliance with UCF 1.1.08; MD (COMAR) 31-10.16.03 ; MD Statute §15-112 (d)(3) ; Statute §15-112 (d)(4) ; MD Insurance Code 15-112 (B) (4) (j.)

1. Uniform Credentialing CAQH application will be used.
2. Within thirty (30) days after the date a completed application is received, Grow Care, Inc. will notify the applicant the intent to continue to process the provider's application and obtain necessary credentialing information; or notification of the rejection of the provider application to participate in Grow Care, Inc.'s provider panel.
3. Initial applications - Grow Care, Inc. shall maintain an application log which, at a minimum, provides the following information:
 - a. Name of the provider requesting the application;
 - b. Date the provider requested an application;
 - c. Date the application is sent or delivered to the provider;
 - d. Date stamp the application, upon initial receipt from the provider;
 - e. Date the application is returned to the provider with a request for additional information to complete the application, if applicable;
 - f. Date of receipt by the carrier of an application previously returned for additional information, if applicable;
 - g. Date that the provider is notified of acceptance or rejection into the network
4. If provider is unable to submit an application using CAQH, a notice shall be given to the provider at the address listed in the application within ten (10) days after the date the application was received.
5. During the credentialing and recredentialing process Grow Care, Inc. will verify the provider is accepting new patients.
- 6.

Medicaid

GSA-EPLS/SAM query Medicaid ID query

<https://encrypt.emdhealthchoice.org/searchableProv/main.action>

MD Medicaid Sanctions Query <https://mmcp.health.maryland.gov/Documents/Forms/>

Massachusetts

In compliance with 211 CMR 52.09(2)(a), (b), (c); 52.10 -Managed Care Consumer Protections & Accreditation of Carriers

Grow Care, Inc. shall utilize CAQH or Massachusetts Integrated application. Applications will be accepted electronically or by paper. Applications can be submitted via facsimile, electronic mail, or through an online process. Grow Care, Inc. will notify a provider within twenty (20) business days if an application is incomplete.

Grow Care, Inc. will process a clean initial application within sixty (60) days of receipt. Grow Care, Inc. shall notify provider within seventy-five (75) days of receipt of an initial clean application of the status of the application, including, if applicable, the reasons for any delay in the completion of credentialing and a timeline of the expected resolution of the application and, if a provider is not credentialed, the reasons that the provider is not credentialed.

Grow Care, Inc. shall process recredentialing applications within one hundred twenty (120) days of receipt of a clean application.

If a provider is denied, a written reason will be included on the notification to the provider.

Medicaid

GSA-EPLS/SAM query

NPI/ NPPES query

MA Medicaid Sanctions Query

<http://www.mass.gov/eohhs/gov/newsroom/masshealth/providers/list-of-suspended-or-excluded-masshealth-providers.html>

Michigan

Medicaid

Query Michigan Department of Health and Human Services (MDHHS) Sanctioned Provider List

http://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42546_42551-16459--,00.html

GSA-EPLS/SAM query

NPI/ NPPES query

Mississippi

In compliance with MID Regulation 98-1 (7); MS ADM Code, Part 3, Chapter 16, Section 16.06 F (1)

Grow Care, Inc. shall utilize Mississippi Participating Application.

Medicaid

MS State Medicaid Provider Sanction List query -

<https://medicaid.ms.gov/providers/provider-terminations/>

{Applies to practitioners/facilities}

EPLS/SAM query

Completed provider applications will be completed within ninety (90) days

Missouri

In compliance with Title 20 Code of State Regulations (CSR) 400-7.180 (2); Revised Missouri Statute 376.1575 & 376.1578; HMO Statutes [354.609.2](2), (3).

Grow Care, Inc. shall utilize the CAQH application for initial and recredentialing.

Grow Care, Inc. shall send notice within two (2) working days of receipt of a faxed or mailed completed application. Grow Care, Inc. shall provide access to a provider web portal that allows the practitioner to receive notice of the status of an electronically submitted application and complete credentialing.

Grow Care, Inc. shall make a decision as to whether to approve or deny the practitioner's credentialing application within sixty (60) business days of the date of receipt of the completed application. The sixty-day deadline established in this section shall not apply if the application or subsequent verification of information indicates that the practitioner has: (1) a history of behavioral disorders or other impairments affecting the practitioner's ability to practice, including but not limited to substance abuse; (2) licensure disciplinary actions against the practitioner's license to practice imposed by any state or territory or foreign jurisdiction (3) had the practitioner's hospital admitting or surgical privileges or other organizational credentials or authority to practice revoked, restricted, or suspended based on the practitioner's clinical performance; or (4) a judgment or judicial award against the practitioner arising from a medical malpractice liability lawsuit.

Medicaid

GSA-EPLS/SAM query

NPI/ NPPES query

MO Medicaid Sanctions Query at Cred. <http://mmac.mo.gov/providers/provider-sanctions/>

Nebraska

In compliance with RRS Neb. 44-7007 (1)

Medicaid

GSA-EPLS/SAM query

Nebraska Medicaid Excluded Providers List

<http://dhhs.ne.gov/Pages/Program-Integrity-Sanctioned-Providers.aspx>

Nevada

In compliance with NV Division of Insurance Form 901

Grow Care, Inc. shall utilize Nevada Division of Insurance Form 901 available through CAQH.

New Hampshire

In compliance with NH 98:1 Managed Care Law; Credentialing Verification. Amend RSA 420-J:4; NH Reg HB 636 –FN; Section N.H. Rev. Stat. Ann. §§ 420-J:4; 420-J:8-c

Grow Care, Inc. shall notify a provider of an incomplete application within fifteen (15) business days of receipt.

Upon receipt of a clean and complete credentialing application, Grow Care, Inc. shall make a credentialing determination within thirty (30) calendar days for primary care physicians, and within forty five (45) days for specialists. In this section, "clean and complete" means an application is signed and appropriately dated by the health care provider, that includes all primary source verification of the applicable information and any affirmative responses on questions related to quality and clinical competence shall contain explanations satisfactory to Grow Care, Inc.'s credentialing policies.

New Jersey

In compliance with N.J.A.C. 11:24C-1.3 Credentialing standards; N.J.A.C. 11:24C-1.3 / 3.9 Grow Care, Inc. shall utilize New Jersey Uniform Provider application through CAQH.

Grow Care, Inc. shall notify a provider in writing within forty-five (45) days of receipt of an application indicating whether the application is complete or incomplete. Notification shall include deficiencies in the application, identification of all information required to be submitted by third parties, information required to be submitted by the applicant and the due date for receipt of information, and phone number and email address of credentialing department.

Grow Care, Inc. will respond to all inquiries within five (5) business days. Grow Care, Inc. shall process completed applications within ninety (90) days.

Medicaid

Grow Care, Inc. shall notify applicant of errors in their credentialing application within three (3) business days of receipt.

Grow Care, Inc. shall notify applicant within five (5) business days of credentialing decision.

EPLS/SAMS query
National Plan and Provider Enumeration System (NPPES)(NPI) query
New Jersey Medicaid Excluded Providers List
<http://nj.gov/comptroller/divisions/medicaid/disqualified/>

New Mexico

In compliance with SB 220: Chapter 59A, Article 22 NMSA; N.M Admin Code § 13.10.28 et. seq.

Grow Care, Inc. shall utilize state approved application or CAQH. Grow Care, Inc. shall send written notice via certified mail to an applicant when requesting any information or supporting documentation required to approve or deny an application. The notice will include a complete detailed description of all information and supporting documentation required, the name, address, and telephone number of the person who serves as the credentialing point of contact for the credentialing application process. Grow Care, Inc. will notify an applicant in writing via certified mail within ten (10) working days of an application needing additional information. Notify applicant in writing via certified mail within ten (10) working days that the application was received and if additional information or supporting documentation is required to approve or deny the credentialing.

If additional information or documentation is required Grow Care, Inc. shall inform the applicant via certified mail:

1. That the forty-five (45)-day time period shall be tolled (on hold) pending receipt of the requested information or documentation.
2. In the event that any needed verification or a verification supporting statement has not been received within sixty (60) days of the request; and
3. If at the end of ninety (90) days an application remains incomplete and the provider has been unresponsive, Grow Care, Inc. shall return the application and attached materials with a statement of rejection.

Grow Care, Inc. shall render an initial and recredentialing determination of a provider's completed application within forty-five (45) calendar days. A written decision will be sent to the provider with the credentialing determination.

New York

In compliance with Senate Bill 2545 D; Public Health Law Section 4406-d and Insurance Law Section 4803 4406 - d (1)(a); (d)

Grow Care, Inc. shall, upon request, make available and disclose to health care professionals written application procedures and minimum qualification requirements which a health care professional must meet in order to be considered by Grow Care, Inc.'s network participation.

Grow Care, Inc. shall complete its credentialing review within sixty (60) days of receipt of a completed application. Grow Care, Inc. shall notify an applicant: (1) whether he or she is credentialed; or (2)

whether additional time is necessary to make a determination because of a failure of a third party to provide necessary documentation. If additional time is necessary due to lack of necessary documentation, Grow Care, Inc. shall make every effort to obtain such information as soon as possible and shall make a final determination within twenty-one (21) days of receiving the documentation.

When a completed application of a newly-licensed healthcare professional or a healthcare professional who has recently relocated to this state from another state and has not previously practiced in this state, joins a group practice of health care professionals each of whom participates in Grow Care, Inc.'s network, is not approved or declined within ninety (90) days, the health care professional shall be deemed "provisionally credentialed" and may participate in the network provided, however, that a provisionally credentialed physician may not be designated as an enrollee's primary care physician until such time as the physician has been fully credentialed. The network participation for a provisionally credentialed health care professional shall begin on the day following the ninetieth day of receipt of the completed application and shall last until the final credentialing determination is made by Grow Care, Inc.

Medicaid

Query State Medicaid Sanctioned Provider List:

<https://omig.ny.gov/search-exclusions>

GSA-EPLS/SAM query

Office of Professional Medical Conduct (OPMC)

<https://apps.health.ny.gov/pubdoh/professionals/doctors/conduct/factions/Home.action>

North Carolina

In compliance with NC G.S. § 58-3-230 (a); 1 NCAC 20.0404 (2) (a) through (d); 11 NCAC 20.0405 (b) through (d)

Grow Care, Inc. shall utilize North Carolina Standardized application. Within fifteen (15) days after receipt of an incomplete application, Grow Care, Inc. shall notify the applicant in writing of all missing or incomplete information or request for supporting documents. Within sixty (60) days after receipt of a completed application and all supporting documents, Grow Care, Inc. shall assess and verify the applicant's qualifications and notify the applicant of its decision. If, by the sixtieth day after receipt of the application, Grow Care, Inc. has not received all of the information or verifications it requires from third parties, or date-sensitive information has

expired, Grow Care, Inc. shall issue a written notification to the applicant either closing the application and detailing the attempts to obtain the information or verification, or pending the application and detailing the carrier's attempts to obtain the information or verifications. If the application is held, Grow Care, Inc. shall inform the applicant of the length of time the application will be pending. The notification shall include the name, address and phone number of a credentialing staff person who will serve as a contact person for the applicant.

If Grow Care, Inc. has not made a determination within sixty (60) days of receipt of the completed application, upon receipt of a written request from the applicant and within five (5) business days of its

receipt, Grow Care, Inc. shall issue a temporary credential to the applicant if the applicant has a valid North Carolina professional or occupational license to provide the health care services to which the credentials would apply. Grow Care, Inc. shall not issue a temporary credential if the applicant has reported on the application a history of medical malpractice claims, a history of substance abuse or mental health issues, or a history of Medical Board disciplinary action. The temporary credential shall be effective upon issuance and shall remain in effect until the provider's credentialing application is approved or denied.

Ohio

In compliance with OH ST § 1753.04; OH ADC 3901-1-58; Ohio Revised Code 3963.061; Ohio Revised Code 3963.06 (D)(D) & C)(C)(1); House Bill 125; ORC 1753.09 (B)(1); ORC 1753.09(A&D); § 2305.25. (B) (E)(1)(e); 1753.09(B)(2)

Grow Care, Inc. shall utilize CAQH for its credentialing applications.

For incomplete credentialing applications, Grow Care, Inc. shall notify the provider of the deficiencies electronically, by facsimile, or by certified mail, return receipt requested no later than twenty-one (21) days after receipt of the application.

Grow Care, Inc. shall notify the provider of credentialing decision no later than ninety (90) days after the receipt of the completed application.

Grow Care, Inc. shall offer an appeal to any participating provider whose participation has been terminated to the medical director. The medical director shall give the provider an opportunity to discuss the reason for termination.

Oklahoma

In compliance with 36 OS, §6907, H. 1-13

Grow Care, Inc. shall use the Oklahoma Uniform Credentialing and Recredentialing application through CAQH.

When an application is deemed complete, Grow Care, Inc. shall initiate requests for primary source verification and malpractice history within seven (7) calendar days. If an application is determined to be incomplete, Grow Care, Inc. will notify the applicant in writing within ten (10) calendar days of receipt of the application. The written notice shall specify the portion of the application that is causing a delay in processing and explain any additional information or corrections needed.

Upon receipt of primary source verification and malpractice history, Grow Care, Inc. shall determine if the application is a clean application. If the application is deemed clean, the application shall be processed within forty-five (45) calendar days to credential or recredential a physician or other health care provider. A clean application means an application that has no defect, misstatement of facts, improprieties,

including a lack of any required substantiating documentation, or particular circumstance requiring special treatment that impedes prompt credentialing or recredentialing.

If Grow Care, Inc. is unable to credential or recredential a physician or other health care provider due to an application's not being clean, Grow Care, Inc. may extend the credentialing or recredentialing process for sixty (60) calendar days. At the end of sixty (60) calendar days, if Grow Care, Inc. is awaiting documentation to complete the application, the physician or other health care provider shall be notified of the reason for the delay by certified mail. The physician or other health care provider may extend the sixty-day period upon written notice to Grow Care, Inc. within ten (10) calendar days; otherwise, the application shall be deemed withdrawn. In no event shall the entire credentialing or recredentialing process exceed one hundred eighty (180) calendar days. At no time will new requirements be made solely for the purpose of delaying an application.

Grow Care, Inc. prohibits credentialing or recredentialing criteria based on lack of board certification status.

Grow Care, Inc. shall make information on credentialing and recredentialing criteria available to physician applicants and other health care providers, participating physicians, and other participating health care providers and shall provide applicants with a checklist of materials required in the application process.

Medicaid

Query the ODJFS excluded provider web page at Cred

OAC 5160-26-05,

<http://medicaid.ohio.gov/PROVIDERS/EnrollmentandSupport/ProviderExclusionandSuspensionList.aspx>

Oregon

In compliance with Code Reg. § 1014-4; 409-045-0035 Credentialing; Oregon Administrative Code 191-70.10(514F); OAR 409-045-0025

Grow Care, Inc. shall utilize Oregon Practitioner Credentialing or Recredentialing application using <http://www.oregon.gov/OHA/OHPR/ACPCI/Pages/index.aspx>.

Grow Care, Inc. shall approve or reject a completed application within ninety (90) days of receipt.

Grow Care, Inc. shall notify practitioner within ten (10) days of receipts if application is incomplete, specify the portion of the application that has issues.

Credentialing will initiate the credentialing process within seven (7) days. Credentialing will be complete within forty five (45) days of receipt of primary source data.

Medicaid

Grow Care, Inc. shall complete credentialing within forty five (45) days of receipt of a completed application.

Grow Care, inc. shall recognize telemedicine and naturopathic physicians within the scope of credentialing.

Oregon

In compliance with ORS 676.160

Grow Care, Inc. shall approve or reject within 90 days of receipt a complete provider application.

Pennsylvania

In compliance with PA Code Subchapter L § 9.761

If Grow Care, Inc. denies a provider enrollment to join or continue on the provider panel, Grow Care, Inc. will provide written notice of the decision. The notice will include clear rationale for the decision.

During the recredentialing process, review of the patient satisfaction and quality data will be reviewed.

Medicaid

Grow Care, Inc. shall process a completed application within 60 days of receipt.

Query GSA-EPLS/SAM

State Sanction check (MediCheck) <http://www.dhs.state.pa.us/publications/medichecksearch/index.htm>

Query National Plan and Provider Enumeration System (NPES)(NPI)

Rhode Island

In compliance with 2017 -- H 5219 SUBSTITUTE A; R.I. Gen. Laws §27-18-83; 27-41-87RI; R.I. Gen. Laws §27-18-83; 230 RICR 20-30-9.8(A)(4); RI Chapter: R23-17.13 Section: 5.0 (5.12.1)

Grow Care, Inc. shall issue a credentialing decision after the completion of a complete credentialing application no later than forty-five (45) days. A complete application is considered all requested materials have been submitted by the applicant.

Grow Care, Inc. shall promptly respond to inquiries by the applicant regarding the status of a credentialing or recredentialing application as well as provide the applicant with an automated application status update at least once every fifteen (15) calendar days to inform the applicant of any missing application materials until the application is deemed complete. Grow Care, Inc. will inform the applicant that the credentialing or recredentialing application is complete within five (5) business days of deeming an application complete. A complete application consists of the following: provider demographics including name and address, current valid license to practice, history of any license suspension,

revocation, probationary status, or disciplinary action; clinical privileges if applicable, valid DEA if applicable, evidence of board certification if applicable, history of professional liability claims and description of any settlement or judgment paid to a claimant in connection with a claim.

A provider will be notified via email and USPS mail on hundred eighty (180) days prior to the recredentialing date of the need to complete the recredentialing application. Grow Care, Inc. will follow up with a first reminder to a provider if an application has not been submitted within thirty (30) days via email and USPS and will give the provider fifteen (15) days to respond. A second reminder will then be sent if no application has been received after the additional fifteen (15) days. If a provider fails to respond after the third attempt and no application is received within sixty (60) days of the recredentialing date, the provider will be submitted to the credentialing committee for decredentialing.

South Dakota

In compliance with SD 58-17 (HB 1157) Section 2

Grow Care, Inc. shall electronically or in writing notify an applicant of its determination regarding a properly completed application for credentialing within ninety (90) days of receipt of an application containing all information required. If an incomplete application is received, Grow Care, Inc. shall notify the health care professional of the incomplete application as soon as possible, but no more than thirty (30) days after receipt of the application. The notification shall itemize all documentation or other information that he must receive to complete the application. Grow Care, Inc. may request additional information if the information provided by the health care professional is inaccurate, incomplete, or unclear. In certain circumstances, credentialing of health care professionals may take additional time beyond the ninety days if a special review is required.

Tennessee

In compliance with Title 56, Chapter 7, Part 10: Regulation §56-7-1001; Chapter 1200-8-33.06

Grow Care, Inc. shall notify a practitioner of initial credentialing decisions within ninety (90) days of the credentialing committee decision upon receipt of a clean application.

Grow Care, Inc. shall notify a new provider applicant in writing of the status of a credentialing application no later than five (5) business days of receipt of the application. The notice shall indicate if the application is complete or incomplete, and, if the application is incomplete, the notice shall indicate the information or documentation that is needed to complete the application. If the application is incomplete and the new provider applicant submits additional information or documentation to complete the application, notification to the new provider applicant will be sent in writing of the status of a credentialing application no later than five (5) business days upon receipt of the additional information or documentation.

Unless required otherwise by a national accrediting body, Grow Care, Inc. shall accept and begin processing a completed credentialing application, whether a CAQH or the health insurance entity's

application, as early as ninety (90) calendar days before the anticipated employment start date of the health care provider.

Medicaid

Grow Care, Inc. shall process a completed application within thirty (30) days of receipt.

Query National Plan and Provider Enumeration System (NPPES)(NPI)

Query TennCare Terminated Provider List List at Recred

<https://www.tn.gov/content/dam/tn/tenncare/documents/terminatedproviderlist.pdf>

Texas

In compliance with 28 TAC §11.1902 (4)(C)(i)

Grow Care, Inc. shall utilize the Texas Standardized Credentialing Application.

HMO – Medical Director must be licensed in the state of Texas.

Medicaid

Query GSA-EPLS/SAM

Query of Texas OIG <https://oig.hhsc.state.tx.us/Exclusions/Search.aspx>

Utah

In compliance with Statutes 31A-22-617.1(d)

Upon receipt of a provider application and upon receiving all necessary information, Grow Care, Inc. shall make a decision on a provider's application for participation within one hundred twenty (120) days.

Vermont

In compliance with VT H 887 Sec. 30.18 V.S.A Sec. 9408a; Rule H-2009-03; 5.2(J)

Grow Care, Inc. shall use an application by CAQH, or other nationally recognized form prescribed by the commissioner, in electronic format.

Grow Care, Inc. shall process credentialing within sixty (60) calendar days of receipt of a completed application. An application shall be considered complete once Grow Care, Inc. has received all information and documentation necessary to make its credentialing determination. Grow Care, Inc. shall notify a provider concerning a deficiency on a completed credentialing application form submitted by the provider not later than thirty (30) business days after the receipt of the completed credentialing application form.

Grow Care, Inc. will allow any provider an appeals process if a provider is denied participation and the provider may review any decision. All documentation of the process through determination shall be

documented and kept in the provider credentialing file. The appeals process outlined for recredentialing is outlined in the Credentialing Policies and Procedures document. If a new applicant is denied, they will be allowed to appeal to the Medical Director for reconsideration if appeal is requested by the provider in writing within ten (10) days of receipt of the denial.

Virginia

In compliance with VAC 5-408-170. (D.)

Grow Care, Inc. shall notify the applicant within sixty (60) calendar days of receipt of an application if information is missing or if there are other deficiencies in the application. Grow Care, Inc. shall complete the credentialing process within ninety (90) calendar days of the receipt of all such information requested or within one hundred and twenty (120) calendar days of receipt of an application if no additional information is requested.

Grow Care, Inc. shall complete the credentialing process within one hundred twenty (120) calendar days of receipt of an application if no additional information is requested.

Medicaid

Query National Plan and Provider Enumeration System (NPPES)(NPI)

Washington

Medicaid

Grow Care, Inc. shall notify a practitioner of its credentialing decision within fifteen (15) calendar days.

Query GSA-EPLS/SAM

Query National Plan and Provider Enumeration System (NPPES)(NPI)

Query Washington Medicaid Excluded Providers List at Cred

<http://www.hca.wa.gov/billers-providers/apple-health-medicare-providers/provider-termination-and-exclusion-list>

West Virginia

In compliance with WV Statute §33-45-2 (11)

Grow Care, Inc. shall utilize the state of West Virginia's credentialing and recredentialing form.

Grow Care, Inc. shall complete the credentialing process within one hundred twenty (120) calendar days of receipt of an application if no additional information is requested. Grow Care, Inc. may extend this timeframe by an additional ninety (90) days if there are delays in primary source verification.

DocuSigned by:
Osman Ahmed
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Credentialing Program Chair Signature

4/29/2022

Initial Approval Date