

CREDENTIALING PROTOCOL

Effective February 1, 2023, the Department of Developmental and Intellectual Disabilities (DIDD) serves as the credentialing authority for all Katie Beckett (KB) Services- Part A and B (collectively “provider services”), 1915c, Employment and Community First (ECF) CHOICES, and ECF Providers who also provide CHOICES Waiver Services. Effective June 1, 2024, DIDD serves as the credentialing authority for CHOICES Providers who also provide 1915c, and/ or Katie Beckett services. This protocol describes the mandatory process, for credentialing both: (1) any and all new provider services; and (2) requests by existing providers for expanding provider services. For either type of credentialing process, the following applies:

- *Provider Selection: People with intellectual and/or developmental disabilities and their families always have a choice in the selection of service providers. Department approval of a provider cannot be considered a guarantee of referrals or financial support.*
- *Confidentiality: Any information provided or obtained for the review of a provider application and required attachments shall be considered to be a matter of public record. The applicant waives all rights to the privacy and confidentiality of such information.*
- *Mergers and Acquisitions: When an approved provider is merged/acquired, the acquiring agency must either be currently approved by the Department or in the process of seeking approval.*

Protocol:

1. All applicants will have the opportunity to attend an optional Applicant Forum to learn more about requirements for becoming a credentialed provider. Forums are held quarterly, and dates will be listed on the DIDD website under the header, “How to Become a Credentialed Provider.” The application will be submitted electronically using the OwnCloud link on the application. The OwnCloud link is also posted on the DIDD website under the header, “How to Become a Credentialed Provider.” Upon receipt of application and supporting documentation, Provider Development will send a confirmation email that the application was received.
1. Provider applicants of 1915c Waiver, Employment and Community First (ECF) CHOICES Program, and Katie Beckett (KB) Services- Part A and B (collectively “provider services”), ECF Providers who also provide CHOICES Waiver Services, and CHOICES providers who also provide 1915c and/or Katie Beckett services, must submit documentation and information as specified by service category in:
 1. Attachment 1: Credentialing Standards
 2. Attachment 2: Licensure Requirements
 3. Attachment 3: Policy Requirements
 4. Attachment 4 Service Definitions, as applicable: KB Services-Part A and B, 1915c, ECF, and CHOICES,
 5. any other required documentation as requested by DIDD.
2. A separate application, disclosure form, and W9 is required to be submitted for each entity with a NPI number and/or tax identification number. Accordingly, if an applicant is an organization made up of entities/units/subsidiaries/etc. with unique NPI numbers and/or tax

- identification numbers, a separate application, disclosure form and W9 is required for each entity/unit/subsidiary/etc.
3. If any changes in ownership and /or structure occurs during the application process, then the applicant is required to notify DIDD for further direction via email at DIDDProvider.Application@tn.gov. (*Changes Rules and Regulations 0465-02-02-.10 and TennCare Policy PL 10-001*)
 4. The applicant is responsible for ensuring the email address specified on this application is active and can accept emails from DIDD. Unless otherwise approved by DIDD, the email address provided on the application must remain the same for the entire application process.
 5. The applicant is responsible for completing the application in full for review and consideration by DIDD.
 6. DIDD reserves the right to revoke approval of any application(s) for a 1915C Waiver, Employment and Community First (ECF) CHOICES, Katie Beckett (KB) Services- Part A and B (collectively “provider services”), and ECF Providers who provide CHOICES Waiver Services, including, but not limited to, the following reasons:
 - i. Evidence is discovered demonstrating a material misrepresentation or falsification of information on the application.
 - ii. Additional information is received or discovered which, if known at the time, would have changed the consideration of the application by DIDD.
 7. Once the application is deemed to be complete, the application will be reviewed by the Provider Credentialing Committee (PCC). (PCC Committee meets monthly, or as needed)

For 1915c, ECF CHOICES programs, CHOICES and Katie Beckett Part A* Services

8. For an applicant seeking to provide services pursuant to the 1915c, ECF CHOICES programs, ECF Providers who also provide CHOICES Waiver Services, and CHOICES providers also who provide 1915c, and/or Katie Beckett Part A* services, upon successful completion of the credentialing process, the provider will receive a credentialing letter from DIDD with MCO contact information.
9. The credentialed provider’s name and contact information will be forwarded to the MCO as being eligible for contracting.
 - The completion and acceptance of the credentialing application by DIDD is not a guarantee of network participation.
10. Once the provider contracts are signed, agency staff shall be required to complete online orientation within thirty (30) calendar days of beginning contracted services with DIDD or an MCO. This orientation is done in collaboration with the MCOs and will cover policies, philosophies, and expectations of providing services in Tennessee, as well as provider responsibilities. Additionally, your employees will be required to complete pre and early services (30/60 day) training on-line. DIDD Staff Development will contact you regarding securing access to the online learning management system.

For Katie Beckett – Part B services:

11. For an applicant seeking to provide services pursuant to the Katie Beckett (KB)– Part B services, upon successful completion of the credentialing process, [and subsequent provider agreement in Provider Data Management System (PDMS) portal], the provider will receive a “welcome letter” via email from TennCare and a credentialing letter from DIDD.
12. The credentialed provider for Katie Beckett Services --Part B will be required to complete online orientation within thirty (30) calendar days of beginning contracted services with DIDD. Training will cover policies, philosophies, and expectations of the providing IDD services in Tennessee, as well as provider responsibilities.

Questions?

For questions, please visit the DIDD website section “How to Become a Credentialed Provider.”

You may also contact the DIDD Provider Enrollment Coordinator at

DIDDProvider.Application@tn.gov.

Attachments:

1. Attachment 1: Credentialing Standards
2. Attachment 2: Licensure Requirements
3. Attachment 3: Policy Requirements
4. Attachment 4 Service Definitions: KB Services-Part A and B, 1915c, ECF, and CHOICES

*Katie Beckett Part A is contracted **exclusively through** BlueCare only.