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When there's so much to be thankful for, give thanks every day. Our entire team live the mission every day. Clinical staff members, administrative team members, in a multitude of places. We pause to give thanks, indeed. UPA is not a stand-alone corporation because it takes every person, every role, every unique mind to tie us together in the wonderful industry of health care. It must exist, and we are the hands that make that happen. So, yes! While living this great mission,













# Welcoming New Members!



Jessica L. Bonner, CNM University Midwives



Sharon K. Harrar, CRNA University Anesthesiologists



Ronald H. Lands, MD University Cancer Specialists



Kevin M. Martinolich, MD UTMC Sleep Disorder



Russell D. Smith, CRNA University Anesthesiologists



Marisa D. Williams, MBA Vice President of Managed Care

## Increased Oversight of Provider Networks & Credentialing

Sources: HHS-OIC report (2025): "Many Medicare Advantage and Medicaid Managed Care Plans Have Limited Behavioral Health Provider Networks and Inactive Providers."

### **Impact on Credentialing:**

- Delegated credentialing audits are intensifying. Payers are auditing delegated entities (like hospital systems or large groups) to ensure NCQA-compliant processes.
- Plans may pull back delegation or require corrective action plans if credentialing files aren't audit ready.
- Delays in credentialing or re-credentialing directly affect RCM through:
  - -Delays claims submission
  - -Payment retractions (if services are billed before credentials are approved)
  - Denial volume increase
- Best practice:
  - -Maintain audit-ready credentialing files (primary source verifications, CAQH attestation, NPDB queries)
  - -Automate processes to minimize manual lag

# Payer Credentialing Turnaround and Delegation Variability

Impact:

- 1. Medicaid MCOs and MA plans vary widely in credentialing timelines (30-120 days).
  - a. If delegated entities don't push through clean data, providers may see months of unreimbursed services.
- 2. Expect more NCQA-aligned credentialing oversight as many plans now require quarterly audit submissions of credentialing KPIs.
- 3. Failure to meet delegation standards may lead to loss of delegated status, causing credentialing backlog and RCM disruption.

#### **NPPES Reminder:**

We'd like to remind and encourage all providers and administrators to regularly maintain and update their information in the NPPES. NPPES allows providers to list multiple physical addresses, but one must be selected as the primary address. Without a clearly identified address, it can be difficult to accurately match provider records especially when multiple individuals have the same or similar names. Keeping this information current helps reduce confusion and ensures more accurate identification.









