



February 24, 2021  
MCO Contract and Credentialing Update

# Medicaid

- ▶ Nevada Medicaid - **Contracted and Accepting**
  - ▶ Managed Care Organizations:
    - ▶ Amerihealth Caritas - LOI still pending
    - ▶ Anthem Nevada Medicaid - **Contracted and Accepting as of 12/22/20**
    - ▶ Health Plan of Nevada - **Contracted and Accepting (SNHD not SNCHC)**
    - ▶ SilverSummit - **Contracted and Accepting as of 1/1/2020**

# Medicare

- ▶ Straight Medicare - **Contracted and Accepting**
  - ▶ Managed Care Organizations:
    - ▶ Humana - Requested for Consideration
    - ▶ Senior Dimensions - Requested for Consideration

# Commercial

- ▶ Aetna - LOI Sent - Waiting for Insurance Company Accept LOI and Send Their Contract Draft
- ▶ Cigna - LOI Sent - Waiting for Insurance Company Accept LOI and Send Their Contract Draft
- ▶ Culinary - Contract Completed - Awaiting Credentialing
- ▶ HPN HMOs - **Contracted, Credentialed, and Accepting (SNHD not SNCHC)**
- ▶ Hometown Health - LOI Sent - Waiting for Insurance Company Accept LOI and Send Their Contract Draft
- ▶ Multiplan - LOI Sent - Waiting for Insurance Company Accept LOI and Send Their Contract Draft
- ▶ Nevada Preferred / Prominence - **Contract came back from payor 2/15/21**
- ▶ Sierra Health & Life - **Contracted, Credentialed, and Accepting (SNHD not SNCHC)**
- ▶ Teacher's Health Trust - Contract Completed - Awaiting Credentialing
- ▶ Tricare (VA) - **Contracted, Credentialed and Accepting (SNHD not SNCHC)**
- ▶ United Health Care - LOI Sent - Waiting for Insurance Company Accept LOI and Send Their Contract Draft

# Timeline

- ▶ This process normally takes between 6 and 9 months, however insurance companies are reporting 9-12 months due to COVID.
- ▶ According to the insurance companies, they are running behind in this process due to staffing shortages caused by the pandemic.
- ▶ We are hopeful to have many of these contracts buttoned up by September of 2021.
- ▶ Some of the insurance companies have not officially accepted our letters of intent yet, but we are still following up. Probably be finished between September and December of 2021.
- ▶ Credentialing sometimes cannot begin until after the contract is complete, therefore, contract facilitation is the first step in credentialing. Credentialing can take another six months to finalize, but often the insurance companies let these processes take place simultaneously.
- ▶ A Credentialing Specialist in the billing department is now working on progressing contracts and credentialing.

# Barriers

## Barriers to Providing Patient Care -

- In the meantime, SNCHC continues not turn away anyone needing care.
- We offer patients our sliding fee scale, and if they do not have the cash for their fee,
- we give them the hardship letter to fill out and we have been sending statements for the fees owed.
- This is being communicated to the insurance companies in hopes of expediting the contracting process, since we are already caring for their beneficiaries.

## Contract and Credentialing Barriers -

- What we need from our MCO partners is responsiveness. This will also allow us to move the contracts along in a more expedited fashion.
- We also need to finalize internal positional responsibility realignment to make sure we have someone constantly pushing from our end

# Questions





February 23, 2021  
MCO Contract and Credentialing Update