



February 5, 2018

New Consolidated Credentialing Verification Organization (CVO) Initiative

Cigna-HealthSpring® STAR+PLUS and Cigna-HealthSpring® Care Plan participate in the Texas Credentialing Verification Organization (CVO) project with all other Texas Medicaid Managed Care Organizations (MCOs). The Texas Association of Health Plans (TAHP) in collaboration with the Texas Medical Association (TMA) have selected Aperture Credentialing, LLC to manage a statewide CVO contract used by all Medicaid MCOs in Texas to streamline the provider credentialing process, excluding Dental Maintenance Organizations (DMOs).

The first phase of the project will begin after January 1, 2018 for new credentialing applications. Nothing has changed for providers that want to initiate a new contract with Cigna-HealthSpring. You will still submit a Network Interest Profile Form (NIPF) to your Cigna-HealthSpring Contracting Representative. If Cigna-HealthSpring decides to pursue a contract with your provider organization, then we will initiate a request with Aperture Credentialing to begin the credentialing process. When you receive correspondence or outreach from Aperture Credentialing, then you should work with them on their requests so that your credentialing application can be processed.

For providers that will be re-credentialing, that process is scheduled to begin on April 1, 2018. Additional information will be forthcoming on that process. If you are contracted with other MCOs you will have a common re-credentialing date for all MCOs, so that you only need to complete the re-credentialing process once. This should save many providers valuable time in the re-credentialing process. Please note this only applies to the re-credentialing process. For new applications with Cigna-HealthSpring, you will still need to be individually credentialed by Aperture Credentialing, even if you have completed the process for other MCO(s).

The Council for Affordable Quality Healthcare (CAQH) will remain available for practitioners and health professionals who currently use it and a new solution will be offered for ancillaries and facilities through Availity beginning April 2018. Paper applications will continue to be accepted by Aperture.

Upon completion of the verification process, providers are subject to a peer review process whereby they are approved or denied participation. The credentialing process may take up to sixty (60) days to complete once all application information and verifications are received. Once credentialing has been completed and the applicant has been approved, the provider will be notified by Network Operations of their participation effective date. All providers who have been initially approved for participation are required to re-credential at least once every three years in order to maintain their participating status.

For additional information contact our Provider Services Department at 1-877-653-0331 Monday to Friday, 8 a.m. to 5 p.m. Central Time. Refer to our website at <http://starplus.cignahealthspring.com/> for detailed information. You can also email us your questions to providerrelationscentral@healthspring.com. Information is also available on the HHS website at <https://hhs.texas.gov/services/health/medicaid-chip>.

Sincerely,

Cindy Forester
Senior Director of Provider Operations-Medicaid