

	Department: Provider Network Solutions Function: Credentialing	Procedure Number PR-CRED-B008
Credentialing Delegation	Effective Date: 5/13/2013	
	Last Review Date: 04/2025	
	Last Revision Date: 05/2025	
	Next Review Date: 05/2026	
	Owner: Manager, Credentialing	
Approving Authority: Corporate Credentials Committee		

Background

The corporate policy and procedure on delegated entities performing health plan functions (RC-STAN-B004) must be followed, in addition to any department level procedures defined in this document.

Procedure

When seeking an entity to perform credentialing functions for Blue Cross and Blue Shield of Kansas (BCBSKS), the corporate delegation policies and procedures will be followed, in addition to the requirements established by the credentialing program.

BCBSKS delegates credentialing functions through a duly authorized signed Delegated Credentialing Service Agreement. These service agreements outline the scope of each party's responsibilities to the agreement, timeframes and the URAC delegation clause, and are signed by Executive Officers of both organizations.

Additional requirements specific to credentialing delegation:

A health care facility, health system or provider group that enters into a Delegated Credentialing Service Agreement is required to maintain a minimum of 250 health care providers on the roster.

Non URAC Accredited:

1. BCBSKS retains authority to make the final credentialing determination regarding any provider in which credentialing is delegated to another entity.
2. BCBSKS will conduct an initial audit within 60 days of executing the delegated credentialing service agreement; followed by an audit every year when the audit score is 90% or above.
 - If scores fall below 90%, an audit will be conducted every six months until the scores are above 90% -- at which time annual audits will be conducted until the Committee is satisfied with compliance of 90% audit scores.
 - BCBSKS retains the right to terminate delegation contract if vendor is not performing to standard.
3. BCBSKS will conduct virtual audits of each entity that performs credentialing functions on our behalf. BCBSKS reserves the right to conduct onsite audits as deemed necessary. The Manager of Credentialing will send a written notification via email or certified mail of specified date, time and files needed for audit within five business days.

4. Surveys conducted electronically require a random selection of 15 files: 7 credentialing and 8 recredentialing. Delegated credentialing files be made available to BCBSKS in the time specified in the notice of audit. The Manager of Credentialing will send a written notification via email or certified mail of specified date, time and files needed for audit within two business days.
5. Provides an annual report on delegated credentialing oversight to the Committee.
6. Conduct annual policy and procedure review to confirm compliance with URAC and BCBSKS standards.

URAC Accredited Delegation

1. BCBSKS retains authority to make the final credentialing determination regarding any provider in which credentialing is delegated to another entity.
2. Conduct annual policy and procedure review to confirm compliance with URAC and BCBSKS standards as necessary for annual compliance.
3. Provides an annual report on delegated credentialing oversight to the committee.
4. BCBSKS will request a copy of the URAC credentialing file audit score and any corrective action resulting from the URAC on-site audit.

Process Flow Chart *(if applicable)*

None

Related Forms *(if applicable)*

- Delegated Audit Tool-Initial Applications
- Delegated Audit Tool-Recredentialed Applications

Validation

Effective Date	Description of Change	Approved By
2/26/2020	Annual Review	Corporate Credentials Committee
03/02/2020	Annual Review	Steering Committee
02/24/2021	Annual Review	Corporate Credentials Committee
03/08/2021	Annual Review	Steering Committee
02/23/2022	Annual Review	Corporate Credentials Committee
03/21/2022	Annual Review	Steering Committee
02/22/2023	Annual Review	Corporate Credentials Committee
03/20/2023	Annual Review	Steering Committee
02/28/2024	Annual Review	Corporate Credentials Committee
04/01/2024	Annual Review	Steering Committee
12/11/2024	Added additional requirements specific to credentialing delegation. Updated policy number for Delegated Entities Performing Health Plan Functions: Selection, Contract, Requirements, and Oversight	Corporate Credentials Committee
04/01/2025	Updated Non URAC Accredited audits to be completed yearly.	Corporate Credentials Committee
04/01/2025	Annual Review	Steering Committee
05/13/2025	Updated Non URAC Accredited #4 to include, selection of 15 files, 7 credentialing and 8 recredentialing, delegated credentialing files	Corporate Credentials Committee

Associated Documents (e.g., policies, procedures, process, standards)

Document Number	Document Name
RC-STAN-B004	Delegated Entities Performing Health Plan Functions: Selection, Contract, Requirements, and Oversight