Excellus

SUBJECT: RE-ENTRY AFTER RESIGNATION SECTION: CREDENTIALING POLICY NUMBER: CR-11	EFFECTIVE DATE: 1/01
Applies to all products administered by the Plan except when changed by contract	

Policy Statement: When a practitioner is no longer credentialed by the Plan and would like to be considered for re-entry to the panel of practitioners permitted to treat plan members, the following guidelines have been established to simplify the credentialing process for the practitioner.

Definitions:

Voluntary Resignation - a practitioner who has voluntarily left the Health Plan (i.e. retirement, relocation).

Involuntary Separation - a practitioner who was dismissed from the active credentialed panel or who resigned to avoid termination on an adverse action.

Re-entry Interview – A Plan Medical Director and/or officials from the affected delivery system address previous concerns with the re-entry applicant. A report of this meeting must be included as part of the credential application.

Process:

1. Voluntary Resignation:

    A. The practitioner notifies the Plan Credentialing Staff, in writing, of the resignation. Or, the Plan Credentialing Staff, after receiving verbal information, confirms the request to leave the credentialed panel of practitioners with the practitioner's office.

    B. There may be a minimum two-year waiting period before the practitioner may apply for re-entry to the panel.

    C. For those practitioners who voluntarily resign and return within 30 days after their resignation and within their previous credentialing cycle, the two-year waiting period may be waived and they may be reinstated.

    D. For those practitioners requesting to return more than 30 days after their resignation, they must be processed as a reinstatement in accordance with any applicable and current Plan policy requirements and NCQA accreditation standards.

    E. While the practitioner is not part of the panel, the practitioner will not be reimbursed for services rendered to Plan members that have not been pre-authorized.

    F. A Plan Medical Director will decide if a re-entry interview is required as part of the credentialing process.

2. Involuntary Separation (Refer to Credentialing Policy # CR-21):

    A. The Plan notifies the practitioner directly that they may no longer treat plan members.

B. There will be a two-year waiting period before the practitioner may apply for re-entry to the panel.

C. The practitioner will not be reimbursed for services rendered to the plan members unless and until the practitioner is again credentialed by the Plan.

D. Any requests for re-entry may be reviewed by the Credentialing Committee prior to completion of the credentialing process.

E. A practitioner meeting the criteria for re-entry to the panel will be credentialed as a new practitioner and will be required to take part in a re-entry interview.

3. Temporary Leave of Absence/Sabbatical (Refer to Credentialing Policy # CR-04):

A. The practitioner must notify the Plan Credentialing Staff of the leave of absence/sabbatical with the following information:
   1. Leave date
   2. Expected date of return
   3. Reason for the leave
   4. Arrangements made to assure continuity of care

B. For the non-PCP practitioner entering a leave, their credentialing status will be inactive until their return.

C. For PCP practitioners entering a leave, their ability to be reimbursed for services will be ended. If the practitioner is entering a leave for less than six months, the Plan will not require the practitioner's members select a new PCP, if arrangements have been made for their care.

D. At the time of return, the practitioner must assure that all of their certificates and recredentialing documentation is up to date prior to being re-activated (refer to Credentialing Policies # CR-04).

For each process above, a Plan Medical Director may make exception to these rules, as they deem necessary for the good of the community.

For practitioners who terminate from the plan, see Hearing Procedure Policy (Refer to Credentialing Policy # CR-05B) for steps taken to assure patient continuity of care.

Cross Reference:
For Leave of Absence/Extended Leave of Absence Policy refer to #CR-04
For Practitioner Termination and Suspension Policy refer to #CR-05
For Disciplinary Action Upon License Policy refer to #CR-21
Adopted from BlueCross BlueShield of the Rochester Area MCO Policy and Procedure #CR-11 Dated 5/98

Committee Approvals:
Corporate Credentialing Committee: 9/20/04, 5/17/06, 2/20/08, 2/17/10, 2/2012, 11/20/13, 11/18/15,11/15/17, rev 12/20/2017, rev 6/20/2018; renewed 6/17/2020; revised 6/15/2022; renewed 4/17/2024; renewed 4/15/2026
Excellus Credentialing Committee 12/16/02
MCOCC 11/13/00
HCBMC 12/7/00

Original Source: Adopted from BlueCross BlueShield of the Rochester Area MCO Policy and Procedure #CR-11