

Credentialing for Nursing Facilities

Frequently Asked Questions



Who manages the credentialing process and credentialing applications for providers?

In April 2018, the Texas Association of Health Plans (TAHP), in collaboration with the Texas Medical Association (TMA), selected Aperture for a statewide Credentialing Verification Organization (CVO) contract used by all 20 Medicaid health plans in Texas, including Superior HealthPlan, to streamline the provider credentialing process.

How will Aperture know when to outreach for credentialing documents from nursing facilities?

In June 2018, Superior sent Aperture a list of nursing facilities that require initial credentialing. Aperture will use this list to contact facilities and request a credentialing application. Once the application is complete, providers will submit their application through Availity.

Will providers continue to receive a notification/letter from Superior if a facility requires re-credentialing?

No, all initial and re-credentialing notifications will be sent by Aperture.

Where do providers submit their completed facility credentialing application?

Completed applications must be submitted to Availity, which is the online credentialing application submission portal. In order to submit your application, you will need to create an account for your facility. Providers can access the portal at www.Availity.com.

What is the deadline to submit a credentialing/re-credentialing application for 2019?

Providers must submit their credentialing/re-credentialing application by June 30, 2019.

How will a provider be notified if their credentialing application is incomplete or missing a document?

Aperture will notify a provider within 5 days of receipt of an incomplete application. If Aperture is unable to obtain a completed application within 60 days, they will notify Superior. Superior will then make additional attempts to acquire the missing information or documents in order to process the application.

Who do providers call with questions about their credentialing application?

The letter you receive from Aperture requesting the credentialing packet will include a phone number for you to call. Aperture can assist you with any questions you may have.

What happens if Superior is inundated with applications? How will they process the large volume?

Superior is required to credential all nursing facilities by the end of the year. Once Aperture completes the Primary Source Verification (PSV), the application will be sent to Superior. Please ensure you complete and return your application as soon as it is requested from Aperture to avoid any delays.

What happens if an application isn't submitted or is incomplete and the June 30, 2019 deadline is missed?

Superior will notify the provider prior to terminating any contract. If a provider receives a notification stating their application is incomplete, they will need to make every effort to ensure their documents are submitted by June 30, 2019 to avoid termination.

What happens if a provider requests to be credentialed with multiple health plans at different times? What will the provider's effective date be?

The earliest effective date would be used across the board for all health plans. This will ensure providers will only need to submit one application at the end of the credentialing cycle, which is 36 months.



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What happens if there is a change of ownership?

If the Change of Ownership (CHOW) requires a license change, the nursing facility would need to initiate a new credentialing application with Superior. Once the request is received it will be sent to Aperture.

Please note: Nursing facilities do qualify for expedited credentialing so it is important that providers begin the credentialing process as soon as possible.

If the nursing facility has malpractice, arbitration or proceedings that predated the CHOW, do providers need to disclose that and for what time period?

Per Texas Health and Human Services Commission's (HHSC), if the CHOW occurred within 3 years from the date of the application, providers must disclose the malpractice, arbitration or proceedings information.

What if some questions on the application do not apply to the nursing facility?

The application was designed to be all inclusive for all types of providers. Availity is in the process of updating the application to add questions specifically for nursing facilities, to ensure it meets all nursing facility needs. Please make sure to complete all required fields of the application. Applications will fail only if required fields are not completed.

If a nursing facility and a skilled nursing facility are at the same location, will a provider be required to credential both facilities?

If a facility functions as both a nursing facility and skilled nursing facility, and the skilled nursing facility is already credentialed with Superior, there is no need to credential the nursing facility separately.

If a nursing facility and a skilled nursing facility are at the same location and do not require re-credentialing until 2019, when will the skilled nursing facility be required to credential?

Credentialing for the nursing facility will take place at the same time we re-credential your skilled nursing facility.

When will a provider be notified that their application has been completed?

Providers will receive a letter from Superior notifying them that credentialing has been completed. Due to the large number of applications that will be processed, please allow additional time for the initial credentialing to be completed.

Who do I reach out to with questions?

For information on application status or other questions, please contact to your local Account Manager.