



Benefit Options

Credentialing with Envolve Dental

Credentialing is needed by all providers who are new to the Envolve Dental network panel. Once fully credentialed, the provider will be subject to re-credentialing every 3 years.

Credentialing applications are submitted first to our Network Development team to complete a provider onboarding process. This consists of start-to-finish monitoring and collaborative communication between your network representative and the provider's office.

Please email Network Development team at DentalNetwork@EnvolveHealth.com if you:

- Have any questions during the credentialing process
- Would like more information on how to credential with Envolve
- Are a large group interested in a delegated credentialing

Note: The credentialing time frame indicated in the below chart does not start until a complete credentialing application with all required documents has been received by Envolve Dental's Credentialing department.

Initial Credentialing Options

- **The Council for Affordable Quality Healthcare (CAQH)**
If you are a registered CAQH user, Envolve can pull your application from its website.

Please email the Network Development team expressing your wish to join the Dental Provider Panel. In the email, include your current CAQH ID and your provider NPI. A contract negotiator will contact you to assist you with the onboarding process.

- **Hard Copy Application**
If you practice in a state that requires a standardized application, please complete and return your state's application. A hard copy Envolve application can be found at envolvedental.com/logon. Below (numbered) are the required documentations needed along with the hard copy application.
 1. Envolve or state-mandated Credentialing Application (if no CAQH number)
 2. Please verify your professional liability (malpractice) insurance information that includes provider's name, limits of liability, and current dates of coverage (cannot expire within the next 90 days).
 3. Copy of your state license



Benefit Options

4. DEA and/or CDS Certificate (If you do not have a DEA and/or CDS as applicable, a signed waiver should be completed.)
5. Ownership and Control Disclosure form
6. W-9
7. Current practice provider/location roster
8. EFT form
9. Oral surgeons who do not hold admitting privileges must complete an Envolve waiver.

Note: As a credentialed provider, please ensure you supply all renewable documents listed above based on upcoming renewals.

What is VerifPoint and how Does it Work With Envolve?

VerifPoint is a Credentials Verification Organization (CVO). Fully certified by the National Committee for Quality Assurance (NCQA) and accredited by URAC, VerifPoint provides primary source verification that meets industry and regulatory standards such as NCQA, TJC, URAC, CMS, and AAAHC.

Note: Envolve collaborates with VerifPoint to optimize the **credentialing** and **re-credentialing** experience by reviewing and requesting necessary documents. As a result, VerifPoint may contact you to request additional and/or updated documentation that is required to complete your credentialing application. **A delay in your response to VerifPoint may jeopardize** your participation with Envolve.

Re-credentialing With Envolve

To comply with accreditation standards, Envolve Dental confirms provider re-credentialing at least every 36 months from the date of the initial approval. This process is to identify any changes in the practitioner's licensure, sanctions, certification, competence, or health status that may affect the ability to perform services the provider is under contract to provide. This process includes all providers, primary care providers and specialists previously credentialed to practice within the Envolve Dental network.

A provider's agreement may be terminated at any time if Envolve Dental's Credentialing Committee determines the provider no longer meets the credentialing requirements.

If a practitioner/provider already participates with Envolve Dental in the Medicaid product, the practitioner/provider will NOT be separately credentialed for the Advantage product.



Benefit Options

The credentialing and re-credentialing process helps achieve this by validating the professional competency and conduct of our providers. This includes the verification of licensure, board certification and education, and disclosure of ownership or control interests, as well as identification of adverse actions, including malpractice or negligence claims, through the applicable state and federal agencies and the National Practitioner Data Bank.

Envolve Dental conducts ongoing monitoring activities on all network providers. This includes monthly ongoing monitoring of the appropriate state licensing agencies to identify newly disciplined providers and providers with a negative change in their current licensure status.

For Re-credentialing

- **The Council for Affordable Quality Healthcare (CAQH)**

If you are a registered CAQH user, Envolve can pull your application from their website. Please email the credentialing department with your current CAQH ID along with your provider NPI this notice and a completed ownership and control interest statement.

- **Hard Copy Application**

If you practice in a state that requires a standardized application, please complete and return your state's application. An Envolve application can be found at envolvedental.com/logon. Below (numbered) are the required documentations needed along with the hard copy application.

1. Envolve or state-mandated Credentialing Application.
2. Current copy of your Professional Liability face sheet or certificate must accompany completed application.
3. Please verify your professional liability insurance information, including provider's name, limits of liability, and current dates of coverage.
4. A copy of your state license
5. DEA and/or CDS certificate (If you do not have a DEA and/or CDS as applicable, a signed waiver should be completed.)
6. Ownership and Control Disclosure form
7. Oral surgeons who do not hold admitting privileges must complete an Envolve waiver.

Note: As a credentialed provider, please ensure that you supply all renewable documents listed above based on upcoming renewals.

For more information on re-credentialing, please email dentalcredentialing@EnvolveHealth.com.



Benefit Options

Time Frames for Accepted and Completed Applications

Note: The credentialing time frame indicated in the below chart does not start until a complete credentialing application with all required documents has been received by Envolve Dental's Credentialing department.

State	Turnaround Time
Arizona	60 days 14 days For FQHC RHC (Provisional)
Arkansas	180 days
Florida	30 days
Georgia Allwell/Ambetter (Medicaid Delegated w State)	60 days
Illinois Medicaid (Delegated State CVO)	90 days
Indiana	30 days
Iowa	30 days
Kansas	60 days
Louisiana	60 days
Michigan	90 days
Mississippi	90 days
Missouri	60 days
New Hampshire	45 days
New Mexico	45 days
Ohio	60 days
Pennsylvania	60 days
South Carolina	60 days
Texas	90 days
Wisconsin	90 days
All Other States	180 days