



October 29, 2009

Nicole Greene
Chief, Policy and Analysis Branch
DHHS/HRSA/BPHr
Division of Practitioner Data Banks

Dear Ms. Greene:

NCQA has received several requests asking for clarification of my August 10, 2009, letter to you concerning the use of the Proactive Disclosure Service (PDS) to meet NCQA requirements. This letter clarifies specific documentation expectations related to the use of the PDS. Please disregard my previous letter.

Organizations may use the PDS to meet the following credentialing, ongoing monitoring and recredentialing requirements.

- **CR 3, Element B, factor 4 and CR 7, Element B, factor 3:** Verification of a history of professional liability claims that resulted in settlement or judgment paid on behalf of the practitioner
- **CR 5, Element A and CR 7, Element D:** Verification of state sanctions, restrictions on licensure or limitations on scope of practice and verification of Medicare and Medicaid sanctions
- **CR 9, Element A, factors 1 and 2:** Ongoing monitoring of sanctions and limitations on licensure

Use of the PDS does not change general expectations regarding documentation of verifications. The organization determines its methods for documentation; must provide NCQA with appropriate documentation of verification, as described in CR 1; and must continue to meet specified timeliness requirements.

For applicable initial and recredentialing activities (CR 3, CR 5 and CR 7), organizations that use the PDS must provide NCQA with evidence of a practitioner's current enrollment in the PDS. Because the referenced credentialing requirements have a 180-calendar-day time limit, the actual credentialing information provided by the PDS for the referenced activities may be no older than 180 calendar days at the time of the credentialing decision. If the information exceeds the 180-calendar-day time limit, the organization must re-verify the required information before presenting it to the Credentialing Committee.

The PDS provides an array of report options that the organization can use to fulfill the re-verification requirement. The organization may use a checklist to document re-verification or provide a customized report, but must describe its process in its credentialing policies and procedures.

For ongoing monitoring (CR 9), organizations that use the PDS must provide NCQA with evidence of a practitioner's continuous enrollment in the PDS. The organization must have a process for reviewing sanction alerts within 30 calendar days of their release. The PDS provides organizations with a monthly status report that lists practitioners with actions or no actions (no activities). The NDPB/PDS requires organizations to log into its system to review alerts and reports.

To reiterate, the organization determines its methods for documenting verification and for reviewing alerts and reports. NCQA reviews the organization's documented process and looks at appropriate documentation of completion of required activities within the specified time frames.

Regards,

Gerald Stewart, MHA
Policy Director