

Credentialing at LifeStance Health

OBJECTIVE

The purpose of credentialing is to ensure that patients are being treated by clinicians whose qualifications, training, licensure, and ability to practice are acceptable to the standards set forth by the National Committee for Quality Assurance (NCQA) and LifeStance Health.

DELEGATED AUTHORITY

Delegated credentialing takes place when a healthcare entity, such as a payor, authorizes another entity, such as LifeStance Health, to credential its providers. LifeStance Health has delegated authority granted by several national and local payors. The responsibility for credentialing includes reviewing the qualifications of the clinician and carrying out credentialing decisions as determined by the LifeStance Health Credentialing Committee, led by our Chief Medical Officer, Dr. Stephanie Eken.

PROCESS

When a clinician is hired, our credentialing team collects information from them right away. Using a secure online application portal, the clinician provides their demographic, work, academic, CAQH (Council on Affordable Quality Healthcare), and licensure data. The information is then validated through a Primary Source Verification (PSV) process. Any certificates, diplomas, degrees, or titles are checked to ensure they are in good standing. Once PSVs are completed, the information is presented to the LifeStance Committee and, upon approval, clinicians are enrolled with national and local delegated payors. Local payor applications are also completed and submitted on the clinician's behalf.

MONITORING & MAINTENANCE

Once the clinician has begun their journey with LifeStance Health, the credentialing team will continue to monitor compliance. This is an ongoing process that confirms there are no sanctions or negative findings on the clinician's profile. In addition, the credentialing team manages the clinician's CAQH profile to ensure reviews and attestations are completed on a timely basis.

RE-CREDENTIALING

Recredentialing is a continuation of the process used to ensure clinicians are held to the standards of NCQA. It is a requirement that ensures LifeStance Health is adhering to the quality standards as well and working on behalf of delegated payors. Recredentialing takes place every 36 months. The clinician is guided each step of the way by the credentialing team.



AS EASY *as 1, 2, 3*

- 1 - APPLY:** The clinician's part! The clinician provides their information as soon as they are hired.
- 2 - CREDENTIAL & ENROLL:** The cred team goes to work to verify, seek Committee approval, and enroll clinicians with payors.
- 3 - SCHEDULE PATIENTS:** Welcome aboard! Clinicians begin seeing patients whom their skills and expertise can help.



LIFESTANCE HEALTH'S *Mission*

To help people lead healthier, more fulfilling lives by improving access to trusted, affordable, and personalized mental healthcare.