

## Pharmacy Credentialing and Re-Credentialing FAQs

### **What is credentialing?**

Network Pharmacy Credentialing is the process of verifying the eligibility of a pharmacy's credentials prior to permitting the pharmacy access to the Envision Pharmacy Network. Pharmacies are subject to distinct credentialing requirements based upon their class identification. Envision has specific credentialing guidelines in place for each pharmacy class.

### **How can I follow up on the status of a previously submitted application?**

Please submit email to [providerenrollment@envisionrx.com](mailto:providerenrollment@envisionrx.com). All update requests should include previous ticket number (if available) or date of original fax. Please note, application submissions will be answered in the order that they are received and require 45 business days for review.

### **I submitted an incomplete application and must revise my submission. Will it take additional time to review?**

To ensure that all pharmacies are answered within the 45 business days, any incomplete submission may require an additional 45 business days for review. Pharmacies should utilize the checklist included with the application to confirm all documents required for credentialing or Re-Credentialing are returned.

### **What are the insurance requirements of Envision?**

Pharmacies must demonstrate through a certificate of liability insurance coverage limits as follows: \$1M per occurrence and \$3M general aggregate. In lieu of the \$1M/\$3M requirements, Envision will accept lesser coverage as long as the pharmacy demonstrates it carries an umbrella policy or excess liability coverage.

### **I have received a denial for my application. How can I appeal this decision?**

Appeals will be reviewed monthly at the Network Compliance Committee Meeting. The Network Compliance Committee consists of representation from Envision's Network Compliance, Legal, Clinical, Provider Relations and Fraud, Waste and Abuse Departments. Please follow the appeals process indicated on your denial letter attached to your decision email.

### **Pharmacies must agree to disclose any disciplinary actions taken against it.**

Envision requires pharmacies requesting to join its pharmacy network to disclose all disciplinary action taken against it by any regulatory authority. (i.e. CMS, DEA, FBI, State or Local Law Enforcement, Board of Pharmacy) Any applicant who indicates they will not disclose disciplinary action taken against the pharmacy will automatically be denied access into the Envision Pharmacy Network.

### **According to the denial email, the pharmacy's application was denied because the pharmacy has not been open 18 months under the current ownership. The pharmacy was just purchased but has been in the community for a number of years, does this count?**

No. Pharmacies located in high risk fraud zones (Heat Zones) **must be open under the current ownership** for 18 months before admittance into the Envision pharmacy network. *\*Some exclusions may apply*

*\*Applicants located in Heat Zones, who currently own pharmacies in the Envision Pharmacy Network that are in good standing and actively billing, will not be required to meet the 18-month requirement. (This information will verified)*

**My pharmacy is currently contracted through a PSAO that is in the Envision network. If I switch to a new PSAO that is also contracted with Envision, will I still need to meet Envision’s credentialing guidelines?** Pharmacies located in Heat Zones are required to undergo credentialing. Heat Zone pharmacy adjudication ability is automatically turned off when the pharmacy’s contract ends with a PSAO. The pharmacy must submit a provider enrollment application for consideration of participation in the Envision pharmacy network. Enrollment applications can be obtained from the Envision website at [www.envisionrx.com](http://www.envisionrx.com). Pharmacies that are not located in Heat Zones and are leaving a PSAO to join another PSAO are not required to submit a provider enrollment application.

## Envision Heat Zones

- Bronx County (NY)
- Broward County (FL)
- Citrus County (FL)
- Collier County (FL)
- Cook County (IL)
- Dallas County (TX)
- East Baton Rouge County (LA)
- Essex County (NJ)
- Harris County (TX)
- Hernando County (FL)
- Hillsborough County (FL)
- Houston County (TX)
- Kings County (NY)
- Los Angeles County (CA)
- Miami-Dade County (FL)
- Nassau County (NY)
- New York County (NY)
- Orange County (CA)
- Oakland County (MI)
- Palm Beach County (FL)
- Pasco County (FL)
- Philadelphia County, PA
- Pinellas County (FL)
- Polk County (FL)
- Queens County (NY)
- Richmond County (NY)
- Tarrant County (TX)
- Wayne County (MI)
- West Baton Rouge County (LA)

## What is Re-Credentialing?

Providers who are currently in the Envision Pharmacy Network are subject to Re-Credentialing at least every three years through a process that updates information obtained in initial credentialing.

## What are the pharmacy’s responsibilities as it relates to Re-Credentialing?

It is the responsibility of the pharmacy owner or manager to ensure the pharmacy’s profile is up to date with NCPDP. Pharmacies selected for Re-Credentialing are selected using information provided weekly to Envision from NCPDP. Pharmacies who fail to respond to Envision’s Re-Credentialing efforts will be removed from Envision’s Pharmacy Network. Pharmacies selected for Re-Credentialing should return all documents to [recredaudits@envisionrx.com](mailto:recredaudits@envisionrx.com).

## I own multiple pharmacies in the Envision pharmacy network, however only one was selected for Re-Credentialing, should I also submit Re-Credentialing documents for the other pharmacies as well?

No. Please only return Re-Credentialing documents for the pharmacy selected for Re-Credentialing.