



## Community Health Worker (CHW) and Doula FAQs

**Dell Children's Health Plan (DCHP) is now accepting applications for all CHW and Doula providers non-contracted provider groups.**

**If you are a CHW or doula joining an existing provider group please contact DCHP Provider Relations at [shpproviderservices@seton.org](mailto:shpproviderservices@seton.org) for more information on next steps.**

The following steps must be completed in order to become a contracted in-network provider with Dell Children's Health Plan.

- Enroll through Texas Medicaid & Healthcare Partnership (TMHP) as a Medicaid Provider. <https://www.tmhp.com/topics/provider-enrollment>
- Contact DCHP Network Development team at [shpnetworkdevelopment@seton.org](mailto:shpnetworkdevelopment@seton.org) for more information and to receive a provider contract if your provider group is not currently contracted with DCHP.
- Once you return a signed contract, DCHP will gather required information from the provider to begin the credentialing process.
  - You will receive notification from Verisys, a statewide Credentialing Verification Organization (CVO) requesting that you complete a credentialing application and provide requested information. Verisys will contact the provider directly to obtain any missing or incomplete information. You must respond to Verisys inquiries directly.
  - If the provider is contracting with more than one Managed Care Organization (MCO), the credentialing application can be used for multiple MCOs.
  - All DCHP contracted providers will receive an invitation to complete an MDapp Application. This is a one time application that must be completed for any participating DCHP provider and is unique to DCHP MCO.
  - Please note credentialing can take an average of 90 days to complete if all information is completed in its entirety and up-to-date. If Verisys receives incomplete information this may result in a delay in credentialing.
  - For credentialing and contract updates, please contact DCHP Network Development team at [shpnetworkdevelopment@seton.org](mailto:shpnetworkdevelopment@seton.org).
- Once credentialing and the provider's TMHP enrollment has been completed the DCHP Network Development team will execute the providers contract. Please note, providers will be considered out-of-network until the contract has been fully executed by the health plan and the provider has received an effective from the health plan.

For more detail regarding credentialing please see below.

**What is Primary Source Verification (PSV)?**

PSV is the verification of a provider's reported qualifications by the original source or an approved agent of that source. Verisys will be performing PSV functions on behalf of Dell Children's Health Plan.

**Which provider types will be credentialed through the CVO?**

All Dell Children Health Plan non-hospital based provider types will be credentialed through the CVO, excluding providers who are currently credentialed through a delegation agreement with Dell Children's Health Plan.

**What will change for me in the credentialing process?**

A CAQH profile is now required for all providers joining Dell Children's Health Plan. Providers should expect to receive communication from Verisys regarding the credentialing application and PSV functions. If you receive communication from Verisys regarding your credentialing application, you must respond to Verisys directly. Dell Children's Health Plan will not be able to accept documents from providers on behalf of Verisys.

**If a provider contacts more than one Medicaid MCO at the same time, who notifies Verisys?**

If a provider contacts several of the Medicaid MCOs requesting to join their network, the respective MCO will request the credentialing event on behalf of MCO. Verisys will notify the provider regarding the application and next steps in the CVO process.

**What does a Verisys "completed" file status mean?**

This means Verisys has completed primary source verification of providers credentials. Once all credentialing requirements have been completed, the provider's file will go to the next Dell Children's Health Plan Credentialing Committee meeting for approval.

**How to Contact Aperture?**

Mailing Address: Verisys  
PO Box 221049  
Louisville, KY 40252-1049  
Phone Number: (800) 398-0335  
Fax Number: (866)-293-0421