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FACILITY:	HSHS St. Vincent Hospital HSHS St. Mary's Hospital HSHS St. Nicholas Hospital HSHS St. Clare Hospital	MANUAL: Medical Staff
TITLE:	Orders – Non-Staff Verification	ORIGINATING DEPARTMENT: Affiliate Costs
SUPERSEDES:	SVGB 100-01-042 SMGB --- SNS HA-Or.2 SCO ---	POLICY NUMBER: MS-001

I. POLICY:

Non-staff providers and chiropractors ordering outpatient tests and procedures must have a valid license.

II. PURPOSE:

To comply with the regulatory requirements for Joint Commission and CMS; and to ensure compliance with all Federal and State licensing regulations.

III. GUIDELINES/PROCEDURES:

- A. Written or faxed outpatient orders are accepted for diagnostic and therapeutic procedures (i.e., lab tests, chest x-ray, therapies, sleep studies, and respiratory therapy treatments) from:
 - licensed physicians
 - licensed dentists
 - licensed podiatrists
 - advanced practice nurses and certified physician assistants licensed in WI
- B. Written or faxed outpatient orders are accepted for physical therapy and occupational therapy treatments, evaluations, and diagnostic tests from chiropractors licensed in Wisconsin. If ordering diagnostic tests, the chiropractor provides the name of a family physician for appropriate follow-up.
- C. The hospital reserves the right to require additional qualifications, identification, or stipulations in accepting these outpatient orders for any particular test and/or procedure. Additionally, some hospital departments may maintain specific protocols which need to be met before an outpatient order is accepted from a provider or chiropractor.
- D. Written or faxed outpatient orders from physicians, dentists and podiatrists licensed in another state can be accepted if the orders were prepared after examining the patient in that state and directed to be carried out in Wisconsin.
- E. To Verify if a practitioner is licensed in Wisconsin or another State, complete the following steps:
 1. The hospital department accepting an order for diagnostic or therapeutic procedures should obtain the medical license number, phone number and city/state of the ordering practitioner.
 - Wisconsin and Out of State Practitioners –Most licenses can be verified online through the following link http://www.healthguideusa.org/medical_license_lookup.htm
 - A Provider Search tab has been added to the EPIC Tool bar to assist with the license verification and with requests to have a provider added into EPIC. The two tabs are Provider Licensure and Service Now.

2. To Verify the Provider License, check the order for the ordering provider’s state. Select the appropriate state from the listings. (Note: each state will have unique look-up criteria)
 - Under Wisconsin Credential Lookup, select “Individual Credential Search”
 - ◊ Under Main Menu, select “License Lookup”
 - ◊ Under Search for Credential Holders, select profession from drop-down menu (e.g. Medicine and Surgery, MD (20)) Note: *Nurse Practitioners may be listed as “Advanced Practice Nurse Prescriber (33) and will also have a “Registered Nurse (30)” license that must be verified.*
 - ◊ Enter license number if known, or search by last name. Note: *If searched by name, multiple names may appear.*
 - ◊ Click on name. A Wisconsin Credential Lookup screen will be displayed.
 - ◊ Review credential summary for the following:
 - Acceptable License Verification
 - Status must be “credential license is current (active)”
 - Eligible to Practice: states “credential license is current”
 - License current through: date must be current.
 - Orders: states “NONE”
 - Unacceptable License Verification
 - If license is not active, do not accept the order.
 - If license is limited or disciplined or has anything except “NONE” in the orders section, contact the Credentials Verification Office (CVO) for assistance.
 - For out of State: Enter the Provider name in the License Search look-up per required search criteria for the state.
 - Navigate through the site to find the license verification section.
 - There may be more than one license option for a provider, review each selection to make sure you have the correct License number for the provider.
 - If a license is not current or has been limited or disciplined, patient will be informed that the verification of a current license is not able to be verified, the test cannot be done at this time.
 - In the event of an emergency, patient can be seen in the Emergency Department.
3. Provider name, state, NPI and License number will be entered into EPIC under the Encounter tab/Provider/Research:
 - The provider name will be entered under “Type” when entering the information into the Provider Licensure Info.
4. Providers who do not have a current (active) License are not allowed to order tests at an HSHS Facility. The patient should be informed that: “At this time we are unable to verify that your provider has a current license filed with the state of _____. I’m sorry but we are unable to perform your test. Please follow up with your provider’s office for further direction.”

F. Adding a provider into EPIC:

1. Under Provider Search in the EPIC tool bar, select Service Now and fill out the request to add the provider.
2. Each Non-Staff selection entered into EPIC will populate a work queue in EPIC specific to each hospital.
 - SCO – 4845, SMG – 1792, SNS – 1793, and SVG – 1741.
 - Work queues will be checked daily for any account that has been in the queue for 3 or more days.
 - For each record, enter into the registration to check the Provider Licensure Info under Encounter Info tab/Provider/Research to find the name of the physician. Under Attending Provider, perform a physician look-up to add the provider to the patient’s record.
 - If the Provider name has not yet been added to EPIC enter a Work Queue note indicating “Provider not found” with the date of look-up.
 - Colleagues who enter the Service Now request will be notified by email once the provider has been added. If an email is received check the work queue for the patient name. If the patient is still in the work queue, complete the record by adding the Attending Provider.

G. Billing Verification of OIG Database:

1. Non-staff providers may submit orders for outpatient services. Screening for billing purposes is done utilizing the OIG database for sanctioned providers.
2. The Revenue Cycle Manager for billing receives notice of non-staff providers on a daily basis and enters the name in the OIG database.
3. If a non-staff provider name appears on the OIG list, the Manager contacts the Compliance Officer for further evaluation with the Medical Staff Services.
4. In the event a non-staff provider order is received and verified as an order from an excluded provider in the OIG sanction list, no claim is submitted for payment.