

Credentialing Application FAQ

What is Credentialing?

Credentialing is the process of obtaining, verifying, and assessing the qualifications of a health care practitioner to provide patient services in or for a health care organization. Information gathered is usually related to the education, training, knowledge, licensure, licensure history (including actions taken by licensing boards), experience, and performance. NYU Dentistry must credential all employees who engage in patient care to ensure that our practitioners are legally able to perform their duties. Faculty Services will upload all up-to-date credentials in both CACTUS (credential management software) and in personnel files.

Who Gets Credentialed?

Any employee who engages in patient care must have proper and up-to-date credentials.

- **Staff:** Dental Assistant, Dental Hygienist, Dental Radiographer, X-Ray Technician
- **Administrators:** Nurse Practitioner, Registered Nurse, Social Worker, Compliance Officers
- **Faculty:** Generally limited to faculty (full-time and adjunct) with “Clinical” in their title except those in non-clinical departments, such as Molecular Pathobiology (and Division of Biomaterials). Some full-time faculty (i.e., those on the tenure-track or tenured) do not always have “Clinical” in their titles but do engage in patient care. **Note:** Some administrators and researchers may maintain adjunct clinical jobs and are subject to credentialing requirements.

What Credentials are needed?

- **BLS CPR** - Required from all employees who engage in patient care. Some departments may have additional CPR requirements (e.g., PALS, ACLS, etc.).
- **DEA** - Only certain appointments require DEAs, such as GPDs or those with privileges to prescribe controlled substances at the College and / or Faculty Practice.
- **NYS License and Registration** - All licensed professionals. This includes social workers, nurse practitioners, dental hygienists, etc. They must be licensed to practice in NYS.
- **NYS Anesthesia License** - Most hygienists and oral surgeons will have this license and need it to perform their duties.
- **Credentialing Application** - New Faculty and Clinical Staff will be required to complete a credentialing application during the onboarding process.
- **Re-credentialing Application** - Sent to all licensed professionals when either their NYS license or DEA (if they maintain prescribing privileges) registration(s) are up for renewal.

How do I access the credentialing/re-credentialing application?

Providers will receive an email at their NYU email from AppCentral to complete the application.

Applications can be accessed at any time through the following link: <http://subscriber.physicianapps.com/>

- **First-Time Users (credentialing application):** You will need to create your own password and user ID, complete all relevant questions, and then submit the application for review.

- Returning Users (re-credentialing application): Log into AppCentral and complete the re-credentialing application with your renewed credentials, review the application, then submit it.

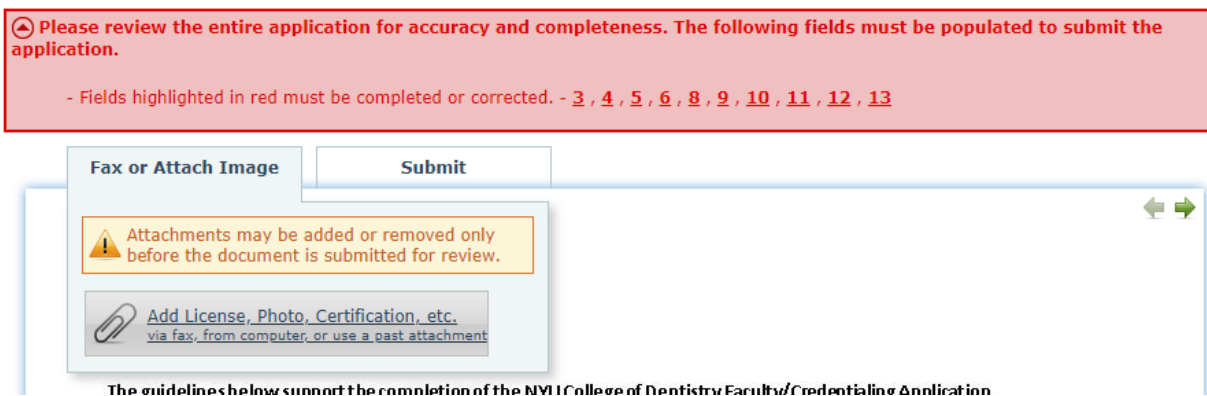
Please note:

- You will not be able to submit your application until all fields are complete.
- Your AppCentral login information may differ from your NYU Home login credentials. The two are not connected.

How do I submit my credentials/documents?

You can upload your renewed credentials directly into the application or scan/email a copy to dental.facultycredentialing@nyu.edu.

To upload your documents directly to your application, go to the top left-hand corner of the application, hover over “Fax or Attach Image” then clip the paperclip where it says “Add license, Photo, etc.” See example below:



Reminder: Please pay close attention to question #9 on the last page of the application (Pg. 12 on Credentialing Application and Pg. 6 on the re-credentialing Application), where it asks if you can perform the functions related to the specific privileges you are requesting with or without reasonable accommodation. Please be sure to answer “yes.” If you answer no, you will be required to provide specific information as to the type of accommodation you are requesting. See example below:

Additional Questions

1. Have you ever pled guilty, pled nolo contendere, been convicted of, or are presently charged with a crime? Answer "No": (a) if your conviction was sealed, expunged, or reversed on appeal; (b) if your criminal offense was for a violation, infraction, or other petty offense such as "disorderly conduct"; (c) if your criminal offense resulted in a youthful offender or juvenile delinquency finding; or (d) if you withdrew your plea after completing a court program and were not convicted of a misdemeanor or felony.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Have you ever been denied professional liability insurance or has your coverage ever been canceled?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Has any professional liability insurance carrier excluded any specific procedures from your coverage or advised you that it intends to terminate, reduce, or otherwise restrict your coverage?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Are you presently engaged in the illegal use of controlled substances?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Is there a suit presently pending against an institution or entity based upon alleged negligent medical acts or omissions by you or has a suit been filed against an institution or entity based upon alleged negligent medical acts or omissions by you that resulted in an adverse judgment against you or the institution, other than identified above (e.g. a suit against a teaching hospital, university, governmental entity or other employers)?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Has a settlement been made by an institution based upon alleged negligent medical acts or omissions by you within the last ten years?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. Are you currently, or have you ever been, the subject of an individual focused review by a health care facility's Quality Assurance, Utilization Review, Risk Management, Peer Review or similar monitoring committee?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8. Has any professional review organization under contract with Medicare or Medicaid ever made an adverse quality determination concerning your treatment rendered to any patient?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9. Can you perform the functions related to the specific clinical privileges you are requesting, with or without reasonable accommodation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

What happens after I submit my application?

Once you have submitted your application, a member of the Faculty Services team will:

- Review your application for accuracy
- Confirm that we are in receipt of your updated credentials
- Run a NPDB Query (<https://www.npdb.hrsa.gov/>)

Assuming no malpractice reports are returned, we will close out the credentialing instance. For those providers with reports on file at the NPDB, you will be provided with the opportunity to attest/comment, before resubmitting your application for processing.

Please note that you are required to list any malpractice claims, judgements, or settlements on your application regardless of the date of occurrence. Providers may run a self-query at NPDB (<https://www.npdb.hrsa.gov/ext/servlet/SQStartInitialServlet>) to check for any reports.

Faculty Services is here to help!

If you or your clinical faculty and staff have any trouble accessing or completing the credentialing process, please do not hesitate to reach out to us!

Nayah Yisrael, Faculty Services Administrator – 212-998-9829 / ny2163@nyu.edu

Andrew Baez, Human Resources and Faculty Services Manager – 212-998-9969 / ajb19@nyu.edu

Angela Banegas-Concepcion, Director, Faculty Services – 212-998-9809 / agb1@nyu.edu

New York University College of Dentistry
Human Resources and Faculty Services
137 East 25th Street - 4th Floor New York, NY 10010
Email: dental.facultycredentialing@nyu.edu