

FAQs: Becoming a Provider

- 1. I am in the middle of the credentialing and contracting process with my MCO. How long should I expect the process to take and how frequently should I expect to hear updates from the MCO?**

If the credentialing application is completed accurately, the contracting and credentialing process can take up to 60 days starting from initial submission. Please note that the process may take longer if the credentialing application is completed incorrectly or if the provider requests changes to the contract.

If you do not hear updates from your MCO within 30 days of submission, we recommend following up with your MCO.

- 2. I am completing the credentialing application, and I am unsure which counties my organization is able to serve. What requirements does my organization need to meet to serve to be able to serve a specific county?**

To be considered capable of serving a specific county, your organization must be reasonably able to meet with members in-person within the borders of the county.

- 3. What are the background check requirements that my organization must meet to contract and credential with an MCO? Does it differ depending on the MCO?**

Please refer to the [provider guidance](#) (Section 9.F) that summarizes background check requirements for providers. Background check guidance does not differ by MCO.