



HealthPartners®

Contract Process Overview

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**Looking for a status update on your network contract request?
Click [Contact Us](#) to request an update.**



Contract Process for Medical Providers

Thank you for submitting a request to be a network provider with HealthPartners Insurance. The following outlines the steps that you can expect in our network contract process for medical providers (including behavioral health).

Step 1: Notification of a network decision:

- You will receive an E-mail from HealthPartners Provider Relations & Network Management of our decision on your submitted request.
- Response can take three to four weeks
 - If your request is declined, HealthPartners will provide notification of our decision.
 - Otherwise, your contract request will move to step 2 below.

Step 2: Provider Information

- HealthPartners Provider Relations & Network Management will request you complete the following:
 - Provider Information Document, W9, and Disclosure of Ownership Form.
- Return those documents via E-mail ASAP to the representative. If necessary to fax, please send to 952-853-8848 and notify the representative that you have sent it.
- Upon receipt of the forms HealthPartners will review and determine if a provider agreement will be offered. You will then be directed to move to step 3 or 4.

Step 3: Credentialing (if Applicable)

- HealthPartners will review your roster to determine which practitioners need to undergo credentialing.
 - Some practitioner types are enrolled and do not complete the credentialing process.
- If credentialing is required for a practitioner, you will be directed to submit a credentialing application. It can take up to 45 days to process a clean (complete and no issues) application. For more information, please visit:
 - <https://www.healthpartners.com/provider-public/credentialing-and-enrollment/>
- Please note that contracting is a separate and distinct process from credentialing. Both are required to participate in our network.
 - Contracting is the formal process of obtaining a provider network agreement.
 - Credentialing is the formal process for ensuring network practitioners are qualified to treat our members.
- You will need to complete our [facility credentialing process](#) if your organization is a(n):
 - Hospital
 - Home health agency
 - Skilled nursing facility
 - Ambulatory surgery center
 - Inpatient, residential or ambulatory behavioral health facility

Step 4: Contracting Process

- HealthPartners will notify individual practitioners when credentialing applications are approved.
- The contract effective date will be specified by HealthPartners and will be no sooner than the last practitioner's credentialing approval date.
- At this point, HealthPartners will send you the contract for signature.
- Once returned, administrative processes will proceed to ensure you are active in our network.
- This process can take up to 30-45 days.
- A representative will advise when claims may be submitted.



Contract Process for Dental Providers

Thank you for submitting a request to be a dental network provider with HealthPartners Insurance. The following outlines the steps that you can expect in our network contract process for dental providers.

Step 1: Notification of a network decision:

- You will receive an E-mail from a HealthPartners Dental Network team representative within one to two business days from your request with information on next steps to start the process to become a participating provider.

Step 2: Provider Information

- A dental network team representative will request you complete the following:
 - Credentialing application for each provider/dentist who is not already credentialed with HealthPartners, office questionnaire and W-9 form. We will also include the fee schedule for your review and acceptance before moving forward.
- Return documents via E-mail ASAP to dentalcontracting@healthpartners.com.
- If there are no issues with the information provided, we will send a provider agreement within two-three days for the dentist/owner's signature. (The contract will not go into effect until credentialing is finalized for all providers).

Step 3: Credentialing

- Once we receive the completed credentialing application, the process can take up to 45 days to process a clean (complete and no issues) application. For more information, please visit:
 - <https://www.healthpartners.com/provider-public/credentialing-and-enrollment/>
- Please note that contracting is a separate and distinct process from credentialing. Both are required to participate in our network.
 - Contracting is the formal process of obtaining a provider network agreement.
 - Credentialing is the formal process for ensuring network providers are qualified to treat our members.

Step 4: Contracting Process

- HealthPartners will notify individual providers when credentialing applications are approved.
- The contract effective date will be specified by HealthPartners and will be no sooner than the last provider's credentialing approval date.
- A dental network team representative will send a packet of information related to our networks, online tools, administrative policies, etc and follow-up with your office to schedule time to review and provide training on our Provider Portal.