



POLICY TYPE:

Corporate

Divisional

EFFECTIVE DATE:

November 2000

INITIAL APPROVAL DATE:

November 2000

NEXT REVIEW DATE:

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POLICY NUMBER:

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REVISION APPROVAL DATE:

December 2001, March 2002, December 2002, December 2003, 12/2004, 12/2005, 12/06, 11/07, 11/08

APPLIES TO PRODUCT TYPE:

Medi-Cal

Healthy Families

PAGE:

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POLICY APPLIES TO:

Contracting, Health Care Services, Managed Care Services, Provider Manuals

CLASSIFICATION SERIES:

Contracting

SUBJECT:

## Practitioner Right to Review, Notification and Correction of Information

**Policy:** Community Health Group (CHG) will notify practitioners of their right to review information obtained to evaluate their credentialing application and credentialing and recredentialing will be done in a non-discriminating manner. This process will also include notifying the practitioner in the event that credentialing information obtained from other sources varies substantially from that provided by the practitioner. The practitioner has the right to correct *erroneous* information submitted by another source and inquires regarding their credentialing or recredentialing status.

**Purpose:** To define the process for notifying practitioners of their right to review, right to notification of substantially differing information, right to correct erroneous information.

### Procedure:

#### 1. Right To Review Information & Right To Inquire On Status Of Credentialing Status

- a. CHG notifies practitioners of our credentialing and recredentialing in a non-discriminating manner, their right to review, to correct substantially differing information obtained to evaluate their credentialing application, and of their right to inquire on the status of credentialing status. This information includes any information obtained from an outside source (e.g., malpractice insurance carriers, and state-licensing boards).
- b. CHG notifies the practitioners of these rights with a statement on the credentialing application, in the credentialing section of the provider manual, and in the provider newsletter.
- c. The "right to review information" does not include references, recommendations or other information that is peer review protected.

#### 2. Right To Notification Of Substantial Differences & Committee Decisions

- a. The Credentialing Manager, after review of the Chief Medical Officer, will notify practitioners of any information that varies substantially from the information he or she has personally provided on the credentialing application (e.g., license, malpractice claims history or board certification).
- b. The Credentialing Manager will notify the practitioner, via certified mail, within five working days after the Chief Medical Officer reviews the differing information.
- c. Sixty days following decisions by the committee on an applicants file, the Chief Medical Officer will notify practitioners in writing.

#### 3. Right To Correct

- a. The certified notification identifies the information that is different. The notice also informs the practitioner of the right to correct or have corrected any *erroneous* information obtained during the verification process from an outside source.
- b. The right to correct *erroneous* information does not give the practitioner the right to change any information that he or she falsified on the application.
- c. The certified notification explains that written corrective information must be received within 30 days of receipt of the



- d. The practitioner must submit the corrective information by certified mail to the Credentialing Manager. The certified mail receipt serve as documentation that the information is received.
- e. The practitioner may also arrange for the primary source of the information to submit the corrected information to the Credentialing Manager. The Credentialing Manager notifies the practitioner via certified mail when the information is received.
- f. The certified notification informs the practitioner that the Credentialing Manager must received the corrective information, regardless of the source, within 30 days from receipt of the notification. The application process is terminated if the corrected information is not received within 30 days,
- g. Community Health Group will not disclose the source of the information, if the information is not obtained to meet credentialing verification requirements or if disclosure is prohibited by law.

Access Privileges To:  All  \_\_\_\_\_

Attachments: None

Policy Status:  Signed (Signature On File)  Active Draft  Policy Development

Approved By: Signature: \_\_\_\_\_

Department Head: Sandra Coleman, Credentialing Manager

Date: 3/23/09

Signature: \_\_\_\_\_

Division Chief: Edward D. Hutt, MD, MBA

Date: 3/23/09