



SECTION 7



PROVIDER CREDENTIALING AND RIGHTS



Applicants for credentialing have the following rights. Notification that these rights are available is included in the application cover letter, and in the Provider Manual:

Right to be Informed of Their Credentialing Application Status Upon Request

Upon receipt of a written request, the Plan will provide written information to the applicant of the status of the credentialing application within fifteen (15) business days. The information provided will advise any items still needing to be verified, any non-response in obtaining verifications, and any discrepancies in verification information received compared to information provided by the applicant.

Right to Review Information Submitted to Support their Credentialing Application

The applicant may review any documentation submitted by him/her in support of the application, together with any discrepant information received from a professional liability insurance carrier, state licensing agencies and certification boards. The applicant may not review peer review information obtained by the Plan.

Right to Correct Erroneous Information and Receive Notification of the Process and Timeframe

In the event the credentials verification process reveals the information submitted by the applicant varies substantially from the verification information obtained by the Plan, the Plan will notify the applicant. The identified discrepancies are communicated by the Plan to the applicant in writing within fifteen business days. The applicant can submit corrections for the erroneous information to the Plan but must do so within the timeframes and in the format specified in the Plan's letter.

The Plan's notification to the applicant will include:

- The nature of the discrepant information;
- The process for correcting erroneous information;
- The format for submitting corrections;
- The timeframe for submitting the corrections;
- The addressee to whom corrections must be sent;
- The Plan's process for receipt of the corrected information from the applicant;
- The Plan's review process.

The applicant is notified that discrepant information has been identified and is requested to make the necessary corrections to their application information and/or provide a written explanation within thirty calendar days of receipt of request. The correction information is to be returned using one of the following methods: (a) by mail to the Plan Credentialing Department; (b) emailed to the Plan Credentialing Department email; (c) faxed to the Plan Credentialing Department using the fax number provided in the request.

Upon receipt of the correction information by the Plan, the completed credentialing application, which includes the appropriate verifications and correction information provided by the applicant, is then submitted through the Plan's credentialing approval process. Notification of the credentialing decision is provided to the applicant within applicable regulatory or accreditation agency timeframes (Note: NCQA current standards require notification within thirty (30) calendar days).

Confidentiality

The Credentialing Department is responsible for ensuring the confidentiality of all information received and maintained in the credentialing and recredentialing processes. Information derived from peer-review functions is protected from subpoena and discovery by state immunity laws, except as otherwise provided by law. This includes proceedings, reports, and records of a peer review specialty committee.

Nondiscrimination

eternalHealth does not discriminate in the credentialing or recredentialing process on the basis of religion, race, color, national origin, age, gender, sexual orientation, height, weight, familial status, marital status, disability, or any other basis prohibited by law. Additionally, eternalHealth does not discriminate in credentialing and recredentialing based upon the types of procedures or the risks of the population that you serve.

Review of Your Information on File

With the exception of information determined by eternalHealth to be peer-review protected, you have the right to request in writing your file information and to subsequently review and correct any erroneous information obtained by eternalHealth to support its evaluation of your application. Please contact eternalHealth's Provider Relations to request this information.