



SECTION 8



PROVIDER TERMINATION

CIRCUMSTANCE FOR TERMINATION



There can be certain circumstances in which eternalHealth decides to terminate its relationship with contracted or participating providers.

An immediate termination can be initiated for the following reasons:

- Suspension, revocation, condition, expiration, or other restriction of your licensure, certification, and/or accreditation to perform services contemplated under your Provider Agreement
- Suspension or bar from participation in federal healthcare programs
- Determination that you engaged in or are engaging in fraud
- Noncompliance with the general and professional liability insurance requirements set forth in your Provider Agreement
- State sanctions, indictment, arrest, conviction, or a felony or any criminal charge
- eternalHealth's reasonable determination that your immediate termination is necessary for the health and safety of members

eternalHealth can also terminate the participation of an individual group provider or can require that an individual group provider cease providing services to members based upon any of the foregoing events, without terminating the Provider Agreement in its entirety.

Certain terminations initiated can also not take effect immediately (terminations for cause, terminations without cause). Refer to your Provider Agreement for details around terminations that cannot take effect immediately and the effective time frames.

In the event of a termination, eternalHealth sends a termination notice to you, your ancillary, or your hospital. eternalHealth can require you, your ancillary, or your hospital to provide continuity of care until a safe transition to another provider has been made.

Your Provider Agreement will not be terminated or refused renewal solely because you have:

- Advocated on behalf of a member
- Filed a complaint against eternalHealth
- Appealed a decision made by eternalHealth

Additionally, you can have termination rights of your own. For details about provider termination rights, please refer to your Provider Agreement.

Appeal Hearing Process

When you, your ancillary, or your hospital requests an appeal of a termination decision, eternalHealth's Credentialing and Termination Committee can form a sub-committee to hear your appeal. The sub-committee consists of no fewer than 3 members. Here are the rules and regulations for holding an appeals process:

- Peers can be providers or healthcare professionals outside of the eternalHealth network of providers
- No individuals involved in the investigation of an appeals case can be part of the appeals hearing committee

- The appeals hearing committee voting can be made in person, via phone, or via email
- The medical director appoints a hearing officer who serves as the presiding officer over the hearing
- The presiding officer should:
 - Determine the order and decorum of the hearing and deliberations
 - Assure that all participants have opportunity to present oral and documented evidence
 - Provide guidance to the appeals hearing committee during the hearing and deliberations
- The hearing officer does not have voting privileges

The notice of the final decision of the appeals hearing committee is delivered by certified mail to you, your ancillary, or your hospital 30 days after close of the hearing. The notice includes the final decision, the basis for that decision (affirm, modify, or withdraw the original proposed action), and the Provider Agreement provisions and facts relied upon by eternalHealth during the hearing.

NONRENEWAL OF CONTRACT



Unless otherwise specified, the Provider Agreement eternalHealth executes with you automatically renews on the one-year anniversary of the effective date on your Provider Agreement, unless terminated in accordance with the provisions stated in it. A nonrenewal of your Provider Agreement constitutes a termination and will be treated as final.

CONTINUITY OF CARE



In the event of a termination, whether initiated by you or by eternalHealth, our goal is to ensure that your patients, our members, continue to receive the care they require until they no longer require it or until a safe transition can be made (unless otherwise specified).

In the event that you voluntarily decide to leave the network, or eternalHealth terminates with/without cause (i.e., a termination that does not fit the criteria of “immediate” as defined above), you must agree to continue to provide covered services until it is safe to discontinue care or other safe alternatives have been confirmed.