

Applicants Rights

DATE: May, 2017
Effective Date: May, 2017

AUTHORIZED BY:

Aaron Valerio, Manager of Provider Relations & Credentialing

Beverly Knapp, Vice President of Clinical Integration & Innovation

PURPOSE:

To establish criteria and policy regarding a candidates' ability to review information obtained by Kettering Physician Partners to evaluate their credentialing application as well as the right to request status of application.

POLICY:

1. Candidate has the right to inquire about information obtained in the credentialing process and will be notified if any erroneous information is identified by phone call and email by the Manager of Provider Relations. However, candidate will not be allowed to review any Kettering Physician Partners references or recommendations or any other information that is peer review protected.
2. If information obtained through the credentialing process varies substantially from that submitted by the candidate, KPP will send notification via letter to the candidate within ten (10) business days of when this information is received. KPP may not divulge information that is prohibited by law to be disclosed.
3. Candidate has the right to correct erroneous information submitted or obtained by another source. This correction must be submitted to the Credentialing Manager for KPP in writing within thirty (30) days of receipt of such notice.
4. If candidate fails to correct erroneous information within the specified period of time, the credentialing committee may make the determination to deny provider participation within KPP. Provider has the right to appeal in writing a denial within thirty (30) days of such receipt of the denial letter.
5. Candidate will be notified that all information obtained for credentialing purposes is kept strictly confidential and it is only disbursed for the purpose of obtaining additional credentialing documentation or for the purpose of credentialing with a contracted health plan.

6. Candidate will receive a communication form KPP stating that KPP received corrections to applicant application. Communication will be sent within ten (10) business days of receipt of corrections.
7. Candidate has the right to be informed of the status of their credentialing or recredentialing process, upon request. Providers should direct all requests to the Manager of Provider Relations & Credentialing. Status request will be provided with ten (10) business days of request.

