

## Practitioner Credentialing Rights

Please note that practitioners have the following rights in connection with the credentialing processes:

### **Practitioners have the right to be informed of the status of their credentialing or re-credentialing application upon request.**

- Upon receipt of a written request, the Plan will provide practitioners with the status of their credentialing or re-credentialing application within 15 business days. The information provided will advise of 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 them. Status request should be emailed to [credentialing@wellcare.com](mailto:credentialing@wellcare.com).

### **Practitioners have the right to review information submitted in support their credentialing or re-credentialing application.**

- Practitioners may review any documentation submitted by them in support of their credentialing or re-credentialing application, together with any discrepant information relating, but not limited to, education or training; liability claims history; state licensing; certification boards; professional societies, etc. Peer review information obtained by the Plan may not be reviewed.

### **Practitioners have the right to correct erroneous information and receive notification of the process and timeframe.**

- In the event the credentials verification processes reveal information submitted by a practitioner that differs from the verification information obtained by the Plan, the practitioner is allowed to submit corrections for the erroneous information. Discrepancies will be notified by the Plan to the practitioner in writing within 15 business days.
  - The Plan's notification communication will include:
    - The nature of the discrepant information;
    - The process for correcting erroneous information submitted by another source;
    - The format for submitting corrections;
    - The time frame for submitting the corrections;
    - The addressee to whom corrections must be sent;
    - The Plan's documentation process for receipt of the corrected information from the applicant;
    - The Plan's review process.

## Practitioner Credentialing Rights

- The Plan's notification process will include:
  - A cover sheet indicating the name and address of the person to whom a response should be sent;
  - A copy of the application with the discrepant information identified;
  - A request to make the necessary corrections on the page(s) provided, to initial and date the corrected information and return the documentation to the Plan together with a written explanation within 15 business days of receipt of the request;
  - A request that the correction information be mailed to the credentialing specialist named on the cover sheet at the address also provided on the cover sheet;
  - Upon receipt of the correction information by the Plan, the completed credentialing application, which includes the appropriate verifications and the correction information provided by the practitioner, is then submitted through the Plan's credentialing approval process;
  - Notification of the credentialing decision is provided to the practitioner within applicable state-required notification time frames. In the absence of a state required notification time frame, notifications are made within 60 days.