

	Institutional Policy	
	Policy Name	Practitioner Rights
	Effective Date	12/03/2020
	Approved Date	12/03/2020
	Next Approval Date	12/03/2021
	Policy Owner	Victoria Medina
Approved by: Victoria Medina		

POLICY STATEMENT

As required by NCQA, applicants for managed care enrollment have the right to review information related to their application, correct erroneous information, and receive notice of the status of their application. Applicants are notified of these rights on the Consent and Release form required as part of all initial and reappointment applications.

SCOPE

This policy applies to any healthcare provider at NJH who is credentialed for managed care enrollment by Medical Staff Services.

PROCEDURE

1. If information obtained during the credentialing process varies substantially from the information provided by the applicant, the applicant is notified and given an opportunity to correct the erroneous information.
 - A. Medical Staff Services notifies the applicant **via email** of any errors, missing information, or verifications received that do not match the information provided by the applicant. They are informed of their right to correct the information in their application and must also provide a full explanation of the reason for the error or omission.
 - B. The applicant has 15 days to respond with corrections and any additional information or documentation they wish to submit. Failure to respond will constitute an incomplete application. As per standing policy, Medical Staff Services does not process incomplete applications.
 - C. All corrections must be submitted in writing or by email to Medical Staff Services. MSS staff document the date received on all documentation submitted by the applicant. The date on the header from the applicant's email is sufficient documentation of receipt.
2. Applicants have the right to review their application for enrollment but only as related to the documentation they directly provide. All information protected by State or Federal peer review laws is confidential, and is not shared with the applicant.
3. Applicants have the right, upon request, to be informed of the status of their appointment application. MSS staff respond either by phone, or via email, to provide the status. We only provide information to the applicant as outline in the Medical Staff Services Credentials File Access P&P.

REVIEWED BY:

Victoria Medina