Product Lines Affected

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<tr>
<td>PHC (HMO SNP)</td>
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<td>PWSHC (HMO SNP)</td>
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<td>Part D</td>
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<td>SNBC3</td>
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Gray text indicates quoted regulatory, statutory, or other language not subject to change

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<tr>
<th>Policy Name</th>
<th>Practitioner Rights</th>
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<td>Policy Number</td>
<td>CR16</td>
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<tr>
<td>Origination Date</td>
<td>February 4, 2010</td>
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<tr>
<td>Revision Effective Date</td>
<td>May 6, 2021</td>
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<td>Responsible Position</td>
<td>Manager of Quality Management</td>
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Regulatory Requirement(s)

2021 Minnesota Department of Human Services (DHS) Families and Children contract, section 6.12.2
2021 DHS Minnesota Senior Health Options/Minnesota Senior Care Plus (MSHO/MSC+) contract, section 6.7.2
2021 DHS Special Needs BasicCare (SNBC) contract, section 6.9.2
2021 National Committee for Quality Assurance (NCQA) CR Standard 1
MN Stat. sec. 62Q.096
MN Rules part 4685.1110, subp. 11
Title 42 Code of Federal Regulations (CFR) Part 422.204
Medicare Managed Care Manual, chapter 6, section 60.3

Cross-References
CR01a: Credentialing Plan

Attachments

Policy
Pursuant to the above regulatory authorities and accreditation requirements, PrimeWest Health notifies practitioners about their right to review information submitted to support their credentialing applications, correct erroneous information, and receive the status of their credentialing or recredentialing application upon request.
Procedure

A. Right to review information
  1. PrimeWest Health requires practitioners to submit a request via email, fax, letter, or phone to review information received by PrimeWest Health during the credentialing or recredentialing process. Information protected under peer review laws or prohibited by law from disclosure is removed from the practitioner’s file by Credentialing staff prior to review or copying and is not released. This information includes, but is not limited to, the following:
     a. References
     b. Recommendations
     c. National Practitioner Data Bank (NPDB) reports
  2. Practitioners may request a review of information received during the credentialing or recredentialing process for a period of one year after their initial application or recredentialing application decision.
  3. Upon receipt of a request for information, Credentialing staff does one of the following:
     a. Copies and sends the requested information to the practitioner
        i. PrimeWest Health reserves the right to require reimbursement from the practitioner for copying and delivery fees.
     b. Calls the practitioner and schedules time for the practitioner to visit PrimeWest Health to review the requested information. A meeting room or other confidential place is reserved for the review.

B. Right to correct erroneous information
  1. In the event PrimeWest Health receives information during the credentialing or recredentialing process that varies substantially from the information provided by the practitioner, PrimeWest Health Credentialing staff requests an explanation of the variance (via email, fax, letter, or phone), prior to file review and provides the practitioner with the opportunity to correct the erroneous information.
  2. The practitioner has 30 calendar days to respond in writing (via email, fax, or letter) to the Credentialing staff’s request for clarification. Upon receipt of the clarifying information, Credentialing staff documents the date clarification was received in PrimeWest Health’s document management software.
  3. If the practitioner does not respond within 30 calendar days, the PrimeWest Health Peer Review Committee (PRC) reviews the practitioner’s file without clarification as determined by the medical director and as described in the Credentialing Plan.
  4. Practitioners who do not respond to a request for clarification may be sent a letter directly from the PRC requesting an explanation. The letter informs the practitioner that noncompliance with the request for information within 30 calendar days is grounds for termination or denial, as applicable.
  5. The PRC retains the authority to terminate or deny a practitioner based upon misstated or omitted disclosure of credentialing or recredentialing information.

C. Right to be informed of application status
  1. PrimeWest Health notifies practitioners of their right to be informed of the status of their application upon request.
  2. Upon receipt of a request from a practitioner via email, fax, letter, or phone, Credentialing staff informs the practitioner of his/her credentialing or recredentialing application status.

D. Notification of rights
Practitioner rights regarding credentialing and recredentialing can be found on the PrimeWest Health website, in the PrimeWest Health Provider Manual, and in an annual PrimePointers article, PrimeWest Health’s quarterly provider newsletter.
Violation of this Policy or Procedure
No or only partial adherence to this policy or procedure may result in noncompliance with current regulatory requirements and subsequent penalties to PrimeWest Health. Remediation for violators includes, but is not limited to, disciplinary action up to and including termination depending on the circumstances of the situation at the time.

Signatures

Medical Director Approval: 
Susan Paulson, M.D. 
Chief Senior Medical Director 
Date: 05/06/2021

Board Approval: 
Brent Olson, Chair 
PrimeWest Health Joint Powers Board of Directors 
Date: 05/06/2021