

F&C	X	PHC (HMO SNP) ⁴	X
MSC+ ¹	X	MnCare	X
PWSHC (HMO SNP) ²	X	Part D	
SNBC ³	X	Other	

Gray text indicates quoted regulatory, statutory, or other language not subject to change

Policy Name	Practitioner Rights
Policy Number	CR16
Origination Date	February 4, 2010
Revision Effective Date	May 7, 2026
Responsible Position	Credentialing & Network Manager
Regulatory Requirement(s)	2026 Minnesota Department of Human Services (DHS) Families and Children contract, section 6.12.2 2026 DHS Minnesota Senior Health Options/Minnesota Senior Care Plus (MSHO/MSC+) contract, section 6.7.2 2026 DHS Special Needs BasicCare (SNBC) contract, section 6.9.2 2026 National Committee for Quality Assurance (NCQA) Standard CR 1 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	CR01: Credentialing Plan CR20: Nondiscriminatory Credentialing and Recredentialing
Attachments	

Policy

Pursuant to the above regulatory authorities, 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.

¹PrimeWest Health's Minnesota Senior Care Plus (MSC+) program for members who have only Medicaid coverage through PrimeWest Health

²PrimeWest Health's Minnesota Senior Health Options (MSHO) program for members who have both Medicaid and Medicare coverage through PrimeWest Health

³PrimeWest Health's Special Needs BasicCare (SNBC) program for members who have only Medicaid coverage through PrimeWest Health

⁴PrimeWest Health's Special Needs BasicCare (SNBC) program for members who have both Medicaid and Medicare coverage through PrimeWest Health

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
 - d. Pend and trend reports, which are maintained by PrimeWest Health to identify recurring issues in quality of care
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 seven calendar days to respond in writing (via email, fax, Minnesota Credentialing Collaborative [MCC] or letter) to the Credentialing staff's request for clarification.
3. If the practitioner does not respond within seven 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 seven 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 their credentialing or recredentialing application status.
3. PrimeWest Health notifies practitioners of their right to review information obtained from outside sources (e.g., malpractice insurance carriers, state licensing boards) to support their credentialing application.

D. Notification of rights

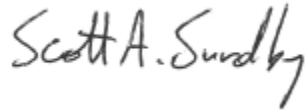
Practitioner rights regarding credentialing and recredentialing can be found on the PrimeWest Health website, in the PrimeWest Health **Provider Manual**, and in an annual **PrimePointers** article, PrimeWest Health's quarterly provider newsletter.

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

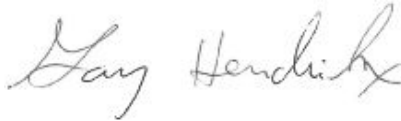
Medical Director Approval:



Scott Sundby, MD
Chief Senior Medical Director

Date: 05/07/2026

Board Approval:



Gary Hendrickx, Chair
PrimeWest Health Joint Powers Board of Directors

Date: 05/07/2026