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Owner's Dept:	Credentialing & Enrollment
Title of Owner:	Manager
Title of Approving Official:	UVMHN C&E Medical Director
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**SUBJECT:** Informing Practitioners

**PURPOSE:** The University of Vermont Health Network Credentialing & Enrollment (“UVMHN C&E”) Department’s communications with practitioners expedite the credentialing and recredentialing process, engage the practitioner in the credentialing and recredentialing process, and inform the practitioner of the outcome of the credentialing or recredentialing process.

**POLICY STATEMENT:** The UVMHN C&E Department communicates developments in the credentialing process with practitioners to facilitate each practitioner’s ability to complete credentialing in a timely manner.

**PROCEDURE:**

1. The Credentialing Specialist reviews the practitioner’s CAQH application, required supplemental forms, and all of the supporting documents and information provided by the practitioner as part of the credentialing and recredentialing processes.
  - 1.1. Additional information or documents may be requested from the practitioner within thirty (30) days.
  - 1.2. The practitioner is contacted to clarify unclear information within thirty (30) days.
    - 1.2.1. Any verbal clarification provided by the practitioner is documented in the practitioner’s file along with the date and signature or initials of the individual obtaining the information.
    - 1.2.2. Additional information or documents provided by the practitioner are placed in the practitioner’s file and date stamped along with the signature or initials of the individual obtaining the information.
2. The Credentialing Specialist contacts the practitioner by telephone, mail, or e-mail about any information obtained during credentialing or recredentialing activities that varies substantially from the information provided by the practitioner.
  - 2.1. A copy of the documents with different information may be provided to the practitioner except that peer reference documents and NPDB information is not provided to the practitioner in accordance with applicable law.
  - 2.2. The practitioner may amend any erroneous information.
  - 2.3. Any verbal clarification provided by the practitioner is documented in the practitioner’s file along with the date and signature or initials of the individual obtaining the clarification.
  - 2.4. Any additional information or documents provided by the practitioner are placed in the practitioner’s file and date stamped along with the signature or initials of the individual obtaining the information.
3. The Credentialing Specialist will notify the practitioner by mail of the status of their application within sixty (60) days of receipt of an initial or recredentialing application and every thirty (30) days thereafter until a credentialing or recredentialing decision is rendered. The UVMHN C&E Department will act upon and finish the credentialing process of a completed application submitted by a provider within sixty (60) calendar days of receipt of the application.

- 3.1. If by the sixtieth (60) day a credentialing decision has not been rendered due to the need for additional information or a lack of documentation, the notice to the practitioner will identify all missing information needed for UVMHN C&E to render a decision. Within twenty-one (21) days of receipt of all requested information, UVMHN C&E will render its final determination regarding credentialing.
4. The UVMHN C&E Department informs practitioners in writing of the initial credentialing decision within sixty (60) calendar days of the Credentialing Committee's decision.
  - 4.1. If approved for initial credentialing, the practitioner is notified of the decision and the effective date for credentialing.
  - 4.2. If denied, the practitioner is notified of the reason(s) for denial of credential status and provided appeal information, if applicable. (Medicare Advantage)
5. The UVMHN C&E Department informs practitioners in writing of the recredentialing decision within sixty (60) calendar days of the Credentialing Committee's decision.
  - 5.1. If approved for recredentialing, the Credentialing Specialist sends the notification letter to the practitioner.
  - 5.2. If denied, the practitioner is notified of the reason(s) for denial of credential status. Participating practitioners are notified of their right and process to appeal the decision. (Medicare Advantage)
6. The Credentialing Specialist enters the date of the Credentials Committee decision into the credentialing database.
7. The Credentialing Specialist sends all practitioners information along with the initial credentialing packet and with the recredentialing packet to notify practitioners about their right to:
  - 7.1. Review information submitted to support their credentialing application including the:
    - 7.1.1. Time frame for reviewing information.
    - 7.1.2. Name and telephone number of the person to contact to make arrangements to review the information.
  - 7.2. Correct erroneous information including the:
    - 7.2.1. Time frame for changes.
    - 7.2.2. Format for submitting corrections.
    - 7.2.3. Person to whom corrections must be submitted.
  - 7.3. Obtain information about the status of their credentialing or recredentialing application including the name and telephone number of the person to contact.

**MONITORING PLAN:** Policy will be monitored in accordance with Policy C&E 6 Ongoing Monitoring.

**DEFINITIONS:**

“Credentials Committee” means a committee appointed by the UVMHN C&E Board of Directors and chaired by the UVMHN C&E Medical Director to credential and recredential practitioners.

“Medical Director” means the UVMHN C&E Medical Director appointed by the UVMHN C&E Board of Directors to be the chairperson to the UVMHN C&E Credentials Committee and to be responsible for the decisions of the Credentials Committee.

“Practitioner” means the UVMHN Affiliate employed practitioners, including but not limited to, physicians, oral surgeons, podiatrists, nurse practitioners, physician assistants, psychologists, social workers, other masters’ level clinicians, and all other health care practitioners.

“The University of Vermont Health Network’s Affiliates” (“UVMHN Affiliates”) means The University of Vermont Medical Center, The University of Vermont Medical Group – NY, Central Vermont Medical Center, Champlain Valley Physicians Hospital, Elizabethtown Community Hospital, and any other entity to join UVMHN as an Affiliate.

**RELATED POLICIES:**

- C&E 1 Credentials Plan
- C&E 2 Credentials Committee
- C&E 3 Nondiscrimination
- C&E 4 Corrective Action & Appeals
- C&E 5 Clean Files & Provisional Credentialing
- C&E 6 Ongoing Monitoring
- C&E 8 Practitioner Confidentiality
- C&E 9 Application & Eligibility
- C&E 10 Credentialing & Recredentialing Processes
- C&E 11 Quality Improvement Program

**REFERENCES:** National Committee for Quality Assurance  
Vermont Rule H-2009-03

<b>Date Reviewed/ Revised/Approved:</b>	Restated/Reformatted from Credentials Plan approved: 2/13/2012, 11/26/2012, 4/19/2013, 10/3/2013, 8/1/2014, 2/20/2015, 7/17/2015, 6/20/2016, 01/20/2017, 06/16/2017, 03/16/2018
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