



## Practitioner Credentialing Rights

The purpose of this policy is to define a practitioner's right to review information obtained during the credentialing or recredentialing process and to correct erroneous information or information that varies substantially from what the practitioner supplies.

Upon submission of an application for credentials or re-credentialing, the practitioner has the following rights:

1. The practitioner has the right to review certain information submitted to support their credentialing application.
  - a. The practitioner may review information provided to TGH by outside sources (i.e. malpractice insurance carriers, state licensing boards).
  - b. The practitioner may not review information provided to TGH by personal references or any other peer review protected information.
2. The practitioner has the right to correct any erroneous information.
  - a. The practitioner will be notified in writing by regular mail or email when credentialing information is received that varies substantially from the information provided by the practitioner.
  - b. The practitioner's response to correct erroneous information must be submitted in writing to the Medical Staff Services department within the specified timeframe dictated by the Medical Staff Services department.
  - c. Receipt of the practitioner's response will be confirmed with the practitioner and/or designee by the Medical Staff Services department and documented in the practitioner's file.
3. The practitioner has the right to receive information regarding the status of their credentialing or re-credentialing application upon request.
  - a. All requests regarding the status of the credentialing or re-credentialing process must be submitted in writing or verbally to the Medical Staff Services department.
  - b. The Medical Staff Services Department shall have two (2) weeks to respond to any requests for the current status of an application.
  - c. Response to requests for credentialing or re-credentialing status shall be made in writing or verbally.
  - d. No information regarding the deliberations or decisions of the reviewing parties shall be provided to the practitioner.