

Children's Hospital and Health System Administrative Policy and Procedure

This policy applies to the following entity(s):

☒ Children's Hospital and Health System

SUBJECT: Credentialing/Payer Enrollment: Provider Right to Review Credentialing Information

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POLICY:

Children's Wisconsin has procedures in place to ensure that all providers in the credentialing/reappointment process have the right to request their application status, review information in their credentials file; and correct erroneous/inaccurate information when inconsistent information is received from sources other than the provider. Notification of these rights is given to the provider as part of the application.

PROCEDURE:

Right to request update on application status.

A provider, upon request, has the right to be informed of the status of their initial credentialing or reappointment application, including elements that may be outstanding to complete the application process. Instructions on who to contact to request this information is included on the application. When a provider makes a request, it will be responded to within seven days via telephone, email, in person, or in writing.

Right to review credentials information.

A provider has the right to review information provided to support their initial credentialing or reappointment application except for information protected under peer review statutes and reports provided by the National Practitioner Data Bank (NPDB). Review of the information is accomplished in the presence of Medical Staff Services Manager or their representative. The provider is not permitted to photocopy or remove documentation from the credentials file except what was originally provided by the provider upon application or a specific written consent is received from the individual who provided the information.

Right to correct erroneous/inaccurate information.

In the event that during the credentialing or reappointment process, the credentialing information obtained from the verification process differs or varies substantially from that given by the provider or is believed to be erroneous and/or inaccurate, the provider is notified and provided the right to correct the information.

The Medical Staff Services Manager or their representative will notify the provider of the inconsistency discovery via telephone, email, in person, or in writing. The notice will include a summary of the inconsistency and supporting documents except for information protected under peer review statutes and information from the NPDB reports. If inconsistency involves information on the NPDB report, the practitioner, upon request, will be provided instructions on how to perform a self-query through the NPDB..

The provider has the right to correct erroneous/inaccurate information received from the primary source directly with the primary source. The provider shall provide a written response to the Medical Staff Services Manager or their representative within 30 days of receipt of the notification of corrected information. The Medical Staff Services Manager or their representative will re-verify the information with the primary source if necessary until the inconsistency is verified as resolved. Documented receipt of the correction and necessary verification is maintained in the provider's credentials file

An application will be complete when all questions on the application form have been answered, all supporting documentation has been supplied, and all information has been verified from primary sources. An application shall become incomplete if the need arises for new, additional, or clarifying information at any time during the credentialing process. Any application that continues to be incomplete 30 days after the provider has been notified of the new, additional, or clarifying information required shall be deemed to be withdrawn. The provider is responsible for providing a complete application, including adequate responses from references. An incomplete application will not be processed. Children's Wisconsin does not delegate its credentialing or reappointment process.

References

Code of Federal Regulations (CFR)
National Committee for Quality Assurance (NCQA)

Related Policies

Medical Staff Bylaws – Credentialing Manual

Approved by: MKE Medical Executive Committee
FV Medical Executive Committee
SGM Medical Executive Committee

Date: 10/5/2025
Date: 10/1/2025
Date: 10/23/2025

Policy effective date: 6/1/32019
Updated: 7/21/2021, 12/1/2022, 10/6/2025