



## **Practitioner and organizational provider credentialing rights**

After the submission of the application, health care providers have the following rights:

- To review information submitted to support their credentialing application, with the exception of references, recommendations, and peer-protected information obtained by the plan.
- To correct erroneous information. When information obtained by the Credentialing department varies substantially from information provided by the provider, the Credentialing department will notify the provider to correct the discrepancy.
- To be informed, upon request, of the status of their credentialing or recredentialing applications.
- To be notified within 60 calendar days of the Credentialing Committee/Medical Director review decision.
- To appeal any credentialing/recredentialing denial within 30 calendar days of receiving written notification of the decision.
- To know that all documentation and other information received for the purpose of credentialing and recredentialing is considered confidential and is stored in a secure location that is only accessed by authorized plan associates.
- To receive notification of these rights.

To request any of the above, the provider should contact the AmeriHealth Caritas Corporate Credentialing department at: AmeriHealth Caritas

Attn: Credentialing Department  
200 Stevens Drive  
Philadelphia, PA 19113.

Existing language on the web pages linked below will be replaced with the “Practitioner and organizational provider credentialing rights” language below.

ACN: <http://www.amerihealthcaritasnortheast.com/provider/services/credentialing/rights.aspx>

On this ACN page <http://www.amerihealthcaritasnortheast.com/provider/services/credentialing/index.aspx>, please rename the link “Practitioner and organizational provider credentialing rights”.

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ACP: <http://www.amerihealthcaritaspa.com/provider/services/credentialing/rights.aspx>

On this ACP page <http://www.amerihealthcaritaspa.com/provider/services/credentialing/index.aspx>, please rename the link “Practitioner and organizational provider credentialing rights”.

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KF: <http://www.keystonefirstpa.com/provider/credentialing/rights.aspx>

On this KF page <http://www.keystonefirstpa.com/provider/credentialing/index.aspx>, please rename the link “Practitioner and organizational provider credentialing rights”.

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