



PROVIDER RIGHTS AND NOTIFICATIONS

SOMOS IPA extends the following rights to all applicants during the application process, and shall avail the provider of the opportunity to correct or respond in writing via fax, email, letter, or data supporting the information requested:

1. The right to respond or address any information obtained from other sources during the credentialing and/or re-credentialing process that varies from what was initially provided in the application.
2. The right to review information that was submitted to support their application. The review includes information obtained from outside sources; it does not include any peer-review protected data collected during the credentialing process. The Credentialing Manager or his/her representative shall be present during the review. In addition, the provider may not remove or photocopy documentation except what was originally provided.
3. The right to correct erroneous information if discrepancies are identified during the credentialing process, prior to review by the Credentialing Committee. All corrections shall be made in writing to the Credentials Manager or his/her representative. Any corrections will be verified and if there is a discrepancy which shall be attempted to be resolved within 30 days of the submitted correction.
4. The right to request and receive a status and/or update of their initial or recredentialing application either by phone, in person or in writing within 30 days.
5. If applicable, within 10 calendar days of notification, the provider must submit in writing to the Credentialing Department any corrections or an explanation of discrepancies by either fax, or email. Updated information may be returned via letter, in the downstream participating provider application, or on the IPA website. Upon receipt of any such corrected notification, IPA credentialing staff will document it in accordance with the procedures outlined herein.
6. Be notified of their rights via the statement of application and authorization for release of information.
7. Formal written notice of the Credentialing Committee decision will be provided within 30 days of the Credentialing Committee meeting and provide the Provider a welcome letter or a letter of denial which provides the process for appeals according to the Hearing and Appeals Policy.
8. To expect to have the completed application reviewed for IPA participation within 90 days.