Practitioner Credentialing Applicant Rights

Thank you for your interest in becoming a participating provider with PacificSource Health Plans. Prior to execution of a new contract or addition to an existing group contract, it is necessary that you successfully complete the credentialing process with PacificSource. You will find enclosed a credentialing application for your review and completion, and below is our statement of Credentialing Applicant Rights.

Please note the returned application must be completed in full. Incomplete applications that are submitted will be returned for completion and will delay the credentialing process. Please understand, you are responsible for providing a complete application for the Committee's review. Credentialing applications are processed within 90 days of receipt of a complete application.

- The applicant/practitioner has the right to review information submitted to support their credentialing application, e.g., malpractice claims history, state licensing board actions, board certification, etc. The practitioner is not allowed to review references, recommendations or other peer-review protected information.
- PacificSource will notify applicants of any information received that is possibly erroneous, or that substantially varies from the information provided by the practitioner on the application, curriculum vitae, supplemental documents or from other sources. Examples might include: substantial variations in information on license actions, malpractice claims, or undisclosed board certification decisions. Written notification to the practitioner will occur within 14 days of discovery of conflicting information and will include a clear explanation of the conflicting information received. The practitioner must provide a complete and written explanation and documentation to support their response to the Credentialing staff and/or Medical Director within 30 days. Upon receipt of corrected information, credentialing staff will date stamp and initial the corrected documents. Practitioners will be promptly notified via email, telephone, fax or mail, that their explanation and/or supporting documents have been received.
- Credentialing staff will provide updates on status of credentialing processing upon reasonable request, informing the applicant of projected timelines, information pending or missing and substantial variations in information, but will not share peer protected information. Credentialing staff will respond to these requests via email, telephone, fax or mail.
- Practitioners will receive notification of these rights at the time of initial credentialing included in the application packet, upon request for a new contract or a request for a credentialing application for a practitioner wishing to be added to an existing group contract.
- PacificSource will take steps to protect the confidentiality of information obtained and generated during the credentialing process.
- New applicants completing the credentialing process are not subject to appeal rights.

Questions regarding credentialing may be directed to the Credentialing Staff at (541) 225-3747, or via email to credentialing@pacificsource.com.