

## **Practitioner's Credentialing Rights**

You have the right to review your submitted application.

Contact your MPC Provider Representative (same person you submitted your application to) for a copy of your submitted application. It will be mailed to you or sent secure email within 5 business days. However MPC will not make available references, recommendations or peer-review protected information.

You have the right to receive the status of your credentialing application upon request. Contact your MPC Provider Representative who will check on the status of your application with the MPC Credentialing Analysts and report back to you within 3 business days.

MPC uses a Certified Verification Organization (CVO) to verify required credentialing application information. The CVO will notify you or your credentialing representative of any discrepancies found in your application. You have the right to correct any erroneous information. Corrections must be completed within 15 days of the CVO's notification. After 3 attempts of contacting you for a correction and no response your application will be discontinued.

- Application corrections:
  - CAQH applications – go directly to the CAQH site, update/correct needed information and re-sign your attestation. Notify your MPC Provider Representative of correction.
  - Paper applications – complete a new corrected paper application and give to your MPC Provider Representative
- Board Certification Corrections:
  - CAQH users – go directly to the CAQH site and upload the updated or corrected Board Certification. Notify your MPC Provider Representative of correction.
  - Paper applications – provide a corrected copy of any Board Certifications to your MPC Provider Representative
- Malpractice Case or Adverse Actions [National Provider Data Bank (NPDB)] reports:
  - Inaccurate NPDB reports need to be addressed directly with the NPDB. Practitioners can add a statement to the report or initiate a dispute. Go directly to the NPDB site for more information - <http://www.npdb.hrsa.gov/>
  - Respond in writing via secure fax or letter to the MPC “Detailed Malpractice Explanation Letter Request” that MPC sends via certified mail to all credentialing applicants whose Malpractice or Adverse Action history warrants further investigation. Indicate your side of the story in your response. Responses need to be received within 15 days of receipt of the certified “Detailed Malpractice Explanation Letter Request”.