



Practitioner's Credentialing Rights

Upon request, practitioners have the right to review his/her information obtained during the credentialing/recredentialing process. This includes information from any outside primary source utilized for credentials verification. Examples of areas where variations may differ between the information received during the credentialing or recredentialing process and the information submitted by the provider include but are not limited to actions on a license, malpractice claims history, and/or board certification.

To obtain a copy of this information, practitioners can contact MPC's Provider Credentialing Department. Please note that MPC is not required to make available references, recommendations, or peer-review protected information.

If information is obtained through the credentialing/recredentialing process that varies substantially from that submitted in the practitioner's application, the provider credentialing coordinator notifies the practitioner via letter of the discrepancies, allowing them the opportunity to review and, if necessary, correct erroneous information.

Practitioners have 10 business days from the date of receipt of the letter to respond to the discrepancies. Rebuttals must be submitted in writing to the Provider Credentialing Department for review.

Upon request, the practitioner has the right to receive status updates of his/her credentialing or recredentialing application by contacting MPC's Provider Credentialing Department. MPC will respond to such requests verbally and/or in writing within seven business days of recommendation by MPC's governing body. Information that may be shared with practitioners includes information obtained from any outside source, except for references, recommendations, or other peer-review protected information.