



<b>Binder:</b>	<u>Credentialing Committee</u>		
<b>Policy Number</b>			
<b>&amp; Title:</b>	<u>QM.CRD.06 Corrective Action of Plan Practitioners</u>		
		<b>Original</b>	
<b>Author:</b>	<u>Linda Gonia</u>	<b>Date:</b>	<u>12/1/94</u>
		<b>Revision</b>	
<b>Replaces:</b>	<u>Corrective Action of Plan Practitioners</u>	<b>Date(s):</b>	<u>7/28/99, 5/24/00, 2/16/01, 2/8/02, 4/4/03, 4/28/05, 4/25/07</u>
<b>Approval:</b>			<b>Title:</b> VP & Chief Medical Officer

**POLICY**

OSF HealthPlans, Inc. will use the corrective action procedure to make decisions regarding practitioner participation within the network.

**PURPOSE**

To ensure that practitioners whose practices reflect commitment to high quality, cost-efficient medical care participate in the network.

**PROCEDURE**

1. Causes for corrective action include but are not limited to:
  - A. Failure to achieve satisfactory results in the following:
    - i. Member Complaint Reviews - Please refer to policy MS.COMAPP.104 and QM.CAR.09.
    - ii. Medical Record Reviews - Please refer to the Medical Record Review policy (QM.MDR.02) for the acceptable score
    - iii. Office Site Reviews - Please refer to the Office Site Review Policy (QM.CRD.08.01) for the acceptable score
    - iv. Compliance with administrative and medical pre-authorization policies and procedures.
  - B. Non-compliance with terms and agreements set forth in the contract.
  - C. Failure to comply with Quality Improvement Activities.
  - D. Failure to demonstrate behavior consistent with good managed care principles.

2. Corrective action includes but is not limited to:
  - A. Closing Panel
  - B. Directed CME (Clinical or Service)
  - C. Immediate termination of participating practitioner contract for the following:
    - i. Loss of License
    - ii. Felony Conviction
    - iii. Substance Abuse
    - iv. Sexual Improprieties
    - v. Loss of Professional Malpractice Liability Insurance
3. Termination, or reinstatement of previous credentialing status at the conclusion of a conditional period will be reviewed by the Credentialing Committee who will recommend one of the following two actions:
  - A. Approval
  - B. Termination (Denial)
4. Immediate termination may be undertaken by the Board of Directors without the Credentialing Committee recommendation for instances deemed detrimental to the well being of an OSF HealthPlans, Inc. member.
5. The Credentialing Committee advises the practitioner via certified, return receipt requested, letter that OSF HealthPlans, Inc. is terminating its contract with the provider 30 days from the date of the letter and has 10 working days from the date of the letter to appeal the decision. The letter may outline specific reasons for the termination. See QM.CRD.03.01, Appeal Process.