



Binder:	<u>Credentialing Committee</u>		
Policy Number			
& Title:	<u>QM.CRD.13 Investigation of Conflicting Information</u>		
		Original	
Author:	<u>Teresa Brown</u>	Date:	<u>4/1/98</u>
		Revision	
Replaces:	<u>N/A</u>	Date(s):	<u>4/16/99, 5/24/00, 2/16/01, 4/4/03, 4/28/05</u>
Approval:			Title: VP & Chief Medical Officer

POLICY

It is the policy of OSF HealthPlans, Inc. to notify the practitioner of any information obtained in the credentialing and recredentialing process which conflicts substantially with the information submitted by the practitioner.

PROCEDURE

1. The Credentialing Specialist will notify practitioner within 10 days of receipt of the conflicting information notifying him/her a discrepancy was found and request written clarification.
2. The practitioner will have 30 days to respond.
3. Examples include, but are not limited to action taken on a license, malpractice claims history, suspension or termination of hospital privileges, and/or board certification.
4. If no response is received from the practitioner within 30 days, the file will be considered complete.
5. The file will then be brought before the Credentialing Committee.