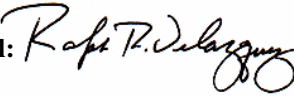




<b>Binder:</b>	<u>Credentialing Committee</u>		
<b>Policy Number</b>			
<b>&amp; Title:</b>	<u>QM.CRD.19 Practitioner's Right to Correct Errors</u>		
		<b>Original</b>	
<b>Author:</b>	<u>Linda Gonias</u>	<b>Date:</b>	<u>4/1/98</u>
		<b>Revision</b>	
<b>Replaces:</b>	<u>N/A</u>	<b>Date(s):</b>	<u>4/16/99, 5/24/00, 2/16/01, 4/4/03</u>
<b>Approval:</b>		<b>Title:</b>	VP & Chief Medical Officer

**POLICY**

It is the policy of OSF HealthPlans, Inc. to allow practitioners the right to correct any errors in their credentialing file.

**PROCEDURE**

1. When a letter is received from a practitioner requesting to change information in his/her file, the Credentialing Specialist will date stamp all pages to document the date of receipt, then:
  - A. The Credentialing Specialist will re-verify with the primary source of any information at issue.
  - B. If the information matches the information from the practitioner, the file will be immediately corrected.
  - C. If the information still does not match the information from the practitioner, the Credentialing Specialist will send a copy of the initial application or recredentialing application to the practitioner for the information to be reviewed.
  - D. The Credentialing Specialist will also send the practitioner information on how to contact the source of the information (i.e., Department of Professional Regulation, National Practitioner Data Bank).
2. If the Credentialing Specialist does not receive a response within 30 days, the file will be submitted to the Credentialing Committee with notation of the discrepancies.