

# Credentialing of physician and nonphysician practitioners

Here's information you need to know about our credentialing processes.

## Right to review information

In accordance with legal requirements and upon written request, practitioners are given the opportunity to review:

- All of their applications
- Credentialing policies and procedures
- Information submitted by other sources in connection with Blue Cross/BCN's evaluation of the practitioner's credentialing or recredentialing application; and either attest to the accuracy of that information or correct the information, if erroneous

Practitioners must submit a written request to review information submitted in support of their credentialing or recredentialing application.

Fax the request to 1-877-297-5134 or mail it to:

Corporate Credentialing and Program Support  
Mail Code H201  
20500 Civic Center Drive  
Southfield, MI 48076

- A two-week notice is required for scheduling a review date and time.
- The practitioner is informed in writing of the dates and times available for the review.
- Upon receipt of the practitioner's response, the date and time of the scheduled review are confirmed in writing.

## Right to correct erroneous information

Should the information obtained for credentialing or recredentialing purposes from other sources vary substantially from that provided by the practitioner, the practitioner is asked to provide the Corporate Credentialing and Program Support department with a written response with further information or clarification regarding the variance within two weeks of being requested to do so.

The practitioner is provided with the name and address of the source of the incorrect information in order to allow him or her to deal directly with the source to make necessary corrections.

1. After he or she receives notice from the source that the information has been corrected, the practitioner informs the Corporate Credentialing and Program Support department that accurate credentialing information is now available.
2. Upon request and receipt of the corrected information from the appropriate source, the Corporate Credentialing and Program Support department replaces the incorrect with the correct information.

## Right to be informed of application status

Practitioners currently being credentialed or recredentialed may request the status of their application by contacting Provider Enrollment and Data Management at 1-800-822-2761.