SUBJECT: CREDENTIAL APPLICATIONS WITH UNRESOLVED CONFLICTS SECTION: CREDENTIALING POLICY NUMBER: CR-29	EFFECTIVE DATE: 10/02
Applies to all products administered by the Plan except when changed by contract	

Policy Statement: The Plan notifies a practitioner when credentialing information obtained from other sources differs from that provided by the practitioner. This policy outlines the process by which a practitioner is notified of discrepancies as well as an opportunity to correct erroneous information. If the discrepancy is not reconciled after applying the process outlined below, the application may be considered to have unresolved conflicts which cannot be verified and will be handled in accordance with this policy.

Process:

1. When the Plan Credentialing staff discovers a discrepancy while processing an application, the practitioner will be notified in writing by the Credentialing staff that the application would be considered incomplete.
2. The practitioner must respond in writing to the Plan within 30 days with a clarification or correction of the discrepancy. When the clarification or correction is received, the Credentialing staff will continue processing the application. Until a written clarification or correction is received by the Plan, the processing the practitioner's application will not be processed.
3. If the material is returned to the Plan without sufficiently clarifying or correcting the deficiency a sufficient and reasonable explanation, the Credentialing staff will contact the practitioner in writing a second time for clarification or correction.
4. The practitioner will be required to document the correction or clarification in writing or via a corrected application. The Credentialing Department must receive the written correction/clarification within fourteen (14) calendar days of receipt of Credentialing staff's second and final request for clarification/correction.
5. If the discrepancy is not sufficiently clarified or corrected in writing within the 14-day period, the application will be presented to the Credentialing Committee as having unresolved conflicts which cannot be verified.
6. The application for credentialing/recredentialing with unresolved conflicts which cannot be verified will be presented to the Credentialing Committee with a recommendation to deny the application due to insufficient information upon which to act. A denial of a credentialing application due to insufficient information is an administrative denial which is not subject to an appeal by the practitioner.
7. The application with unresolved conflicts that Credentialing staff determine, in their sole discretion, are likely to, or intended to, mislead or deceive the credentialing decision-makers will be presented to the Credentialing Committee with a recommendation to deny for cause. The practitioner has the right to appeal any adverse recommendation or action for cause in accordance with the fair hearing and review policies. If the denial for cause is upheld on appeal, it may be reportable in accordance with the law, federal & state regulations and policies. There may be a minimum two (2) year waiting period before the practitioner may reapply to the panel.

Cross Reference:
Developed per Excellus Credentialing Committee request from their meeting of June 17, 2002

Committee Approvals:
Corporate Credentialing Committee: 9/20/04, 4/19/06, 4/16/08, 5/21/08, 5/19/10, 5/16/2012, 5/21/14, 5/25/16 renew; 6/22/16 revisions; 6/20/2018 revisions; renewed 6/17/2020; revised 6/15/2022; renewed 4/17/2024; renewed 4/15/2026

Excellus Credentialing Committee 09/23/02