SUBJECT: Monitoring Credentialing Denials SECTION: OPERATIONS POLICY NUMBER: CR-32	EFFECTIVE DATE: 8/05
Applies to all products administered by the plan except when changed by contract	

Policy Statement: The plan does not make credentialing and recredentialing decisions based solely on an applicant's race, ethnicity, national origin, gender, age, sexual orientation or the types of procedures or patients in which the practitioner specializes.

The plan reviews its credentialing program on a regular basis in order to assure that the decision making process is without bias and discrimination is not a factor in a negative outcome for any individual applicant.

Process:

1. Once every six months, the plan staff identifies all initial credentialing and recredentialing applicants who have been denied participation or whose credentials approval has been revoked.

2. The staff conducts a review of all the negative outcomes. Analysis is conducted to determine the rational for each denial. The denial categories are grouped and prepared for presentation.

3. An informational report of the analysis is presented to the Quality Monitoring Committee at least two times per year.

4. In accordance with the Corporate Credentialing Committee Policy, CR12 and the Committee Member Affirmation, any findings suggestive of bias or discrimination are reported to the Plan's senior management for determination of next steps based on the origin of the discrimination. Senior management will share any finding or concerns with the committee member affected and track such findings. The Committee member will be closely monitored for a period of six (6) months, in regards to their credentialing decisions. Any further findings within the six (6) month period may result in termination of the Committee members participation.

Committee Approvals:
Quality Management Committee: 7/27/05, 7/13/07, 7/15/09, 6/22/11, 6/19/13, 6/17/15
Corporate Credentialing Committee: 6/21/17; 6/19/2019 rev; 6/17/2021 renewal; 6/21/2023 renewal; 6/18/2025 renewal

Source: no previous formal policy