

Provider Credentialing Disputes

Circumstances Giving Rise to a Provider Credentialing Sub-Committee Hearing

Providers/practitioners may appeal a decision to deny, suspend or terminate their participation in the Presbyterian network. If the provider/practitioner disputes any such action, he/she must submit a written request for hearing. The Credentialing Subcommittee or its designee will conduct the hearing. The provider/practitioner may appeal the decision of the hearing to the Presbyterian Board of Directors or Executive Committee.

A Presbyterian provider/practitioner has the right to a Credentialing Sub-Committee hearing upon receipt of a written notice from Presbyterian, or its agent, pursuant to the termination for policy terminating the Agreement either immediately or after notice. The Managed Health Care Plan must give reasonable advance notice if the agreement is terminated for cause, unless it is for quality of care issues. The minimum advance notice is determined by Federal and State Regulatory guidelines unless the provider/practitioner's contract states otherwise.

Initiation of an Appeal Hearing to the Credentialing Sub-Committee

The Presbyterian provider/practitioner may initiate the Credentialing Sub-Committee Hearing Plan by submitting a written request for a hearing to Presbyterian or its agent within 30 calendar days after the Presbyterian provider/practitioner receives a written notice of termination. Such written notice will be delivered to the provider/practitioner at least 90 days in advance of the effective date of the termination, unless the provider/practitioner's contract states otherwise. If the provider/practitioner does not submit a written request for hearing to Presbyterian within 30 days of receiving the Notice of Termination, that constitutes a waiver by the provider/practitioner of any hearing under this Credentialing Sub-Committee Hearing Plan Procedure.

The plan provider/practitioner is entitled to be represented by an attorney or by any other person of the provider /practitioner's choice. If the plan provider/practitioner wants to be represented by an attorney or by any other person of the provider /practitioner's choice, the provider/practitioner must notify Presbyterian 72 hours in advance of the hearing date.