



Dear Provider,

On October 6 2017, Chorus Community Health Plans completed a review, revision, and adoption of CCHP Credentialing Policies and Procedures. Those policies and procedures are attached. The policies continue to comply with NCQA Credentialing Standards pertaining to the composition of the Credentialing Committee, practitioner eligibility requirements, primary source verification requirements, non-discrimination, confidentiality in the credentialing process, and practitioner rights.

We would like to use this opportunity to restate some CCHP's credentialing requirements that have always been part of our policies and procedures, and to point out new sections of the policies. [CCHP has criteria for an applicant to meet to be eligible to apply for credentials from CCHP \(page 11\):](#)

#### Criteria to Submit an Application

CCHP requires Practitioners who submit an application to meet three criteria in order for the credentialing application to be processed:

- Applicants must have an active and unrestricted license without limitations or sanctions from the state(s) in which they practice.
- Applicants cannot be excluded from participating in Medicare or Medicaid programs (lack of sanctions or debarment)
- No prior denials or termination. The applicant must not have been denied participation (for reasons other than network need) by CCHP within the previous 24 months.

If the Applicant fails to meet these criteria, CCHP will not process the application further.

If a delegate approves an application for initial credentialing that does not meet these eligibility criteria, that practitioner may be subject to termination from CCHP's practitioner network.

CCHP requires MDs and DOs to complete a residency in the specialty they are proposing to practice (page 8):

- Medical Doctors (MD's) and Doctors of Osteopathic Medicine (DO's) must graduate from medical school and successfully complete a residency training program approved by the Accreditation Council for Graduate Medical Education (ACGME),



or the American Osteopathic Association (AOA) in the specialty in which the applicant will be practicing.

- If a delegate approves an application for initial credentialing that does not meet this requirement, that practitioner may be subject to termination from CCHP's practitioner network.

[The policy Practitioner and Organization Provider Suspension, Termination, and Appeal Rights has been revised and clarified.](#)

Section III B. Clarifies the processes for imposing a summary suspension when there are potential issues of quality or safety (page 3).

Section IV A and B lists circumstances that will result in Automatic Termination from CCHP's practitioner network (page 4 and 5). Section IV C does provide for a process to request a waiver of automatic termination when the request is submitted along with written explanatory and supporting information to the Credentialing Committee (page 5).

Practitioners who are terminated from CCHP's network for cause and are not provided a waiver of the termination by the Credentialing Committee are not eligible to reapply for participation in CCHP's network for 24 months.

The process and procedure for appealing a termination action by the Credentialing Committee, and for rendering an appeal decision has been clarified (pages 5-10).

If you have questions about our credentialing process, please call our credentialing department at 844-229-2776 or send email to [cchp-credentialing@chw.org](mailto:cchp-credentialing@chw.org).