



Credentialing Applications with Unresolved Conflicts

Section	Policy Number	Effective Date	Annual Review
Credentialing	CR-13	05/29/2024	05/29/2024

Policy Statement:

Foresight notifies a provider when credentialing information obtained from other sources differs from that provided by the provider. This policy outlines the process by which a provider 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.

***Note:** Except as required by law, Credentialing Leadership reserves the right to grant exceptions to this policy.*

Related Policy or Procedure:

- 1.

Process:

1. When a discrepancy is discovered while processing an application, the provider will be notified in writing by the Credentialing staff, the application would be considered incomplete.
2. The provider must respond in writing to Foresight within 5 days with a clarification or correction of the discrepancy. When the clarification or correction is received, the staff will continue processing the application. Until a written clarification or correction is received by Foresight, the provider's application will remain in a pending status.
3. If the material is returned to Foresight without sufficiently clarifying or correcting the deficiency, with a sufficient and reasonable explanation, the Credentialing staff will contact the provider in writing a second time for clarification or correction.
4. The provider 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 5 calendar days of receipt of the second request for clarification/correction.
5. If the discrepancy is not sufficiently clarified or corrected in writing within the 5 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 provider.



Review Reason	Comments	Reviewed By	Reviewed On	Approved By	Approved On
New Policy Format	N/A	Victoria Alvarez	11/19/2021	Credentials Committee	11/19/2021
Annual Review	N/A	Victoria Alvarez	11/16/2022	Credentials Committee	11/16/2022
Annual Review	N/A	Gwendolyn Mucino Martinez	11/29/2023	Credentials Committee	11/29/2023
New Policy Format	N/A	Gwendolyn Mucino Martinez, Jes Molina, and Ashleigh Fisher	05/24/2024	Credentials Committee	05/29/2024