

PROVIDER RIGHTS POLICY & PROCEDURE

POLICY NUMBER: AHHC-034	CREATED: JULY 2019
DEPARTMENT: AHHC CREDENTIALING	EFFECTIVE DATE: JULY 2019
RESPONSIBLE PARTY: CREDENTIALING MANAGER	LAST REVISED: DECEMBER 2021
APPROVAL AUTHORITY: CREDENTIALING & PROVIDER NETWORK COMMITTEE	NEXT REVIEW DATE: DECEMBER 2023

Purpose

The purpose of this policy is to document a provider's rights when applying for participation or continued participation in the Amplifon Hearing Health Care (AHHC) network.

Scope

This Policy applies to all providers applying for participation or continued participation in the Amplifon Hearing Health Care (AHHC) network and to Amplifon's Credentialing department staff.

Key Terms

None.

Policy

Providers applying for participation or continued participation in the Amplifon network have the following rights:

1. To review information obtained from outside sources to support their credentialing or recredentialing application. The provider does not have the rights to review peer-review protected information, references, or recommendations.
2. To correct erroneous information and/or discrepancy information that was submitted by the provider that varies substantially from the information that Amplifon verified through primary sources during the credentialing or recredentialing process.
3. To be informed, upon request, of the status of their credentialing and/or recredentialing application.

Procedure(s)

Discrepancies in Credentialing Information

An Amplifon Credentialing Specialist will notify the credentialing contact noted on the application and the applying provider that there is a discrepancy between the information submitted on their application and information obtained from other sources during the credentialing process. Instructions for submitting corrections are included in the notification to the provider.

Corrections must be submitted to Amplifon within 14 days of receipt of the notification. If no corrections are received, the provider file will proceed through the credentialing or recredentialing process using the information verified by Amplifon.

Application Status

Providers or the identified credentialing contact may contact Amplifon's Credentialing department via email at credentialing@amplifon.com or by phone at 1-800-862-9381 to inquire about the status of their application. A

