

# PROVIDER RIGHTS POLICY & PROCEDURE

POLICY NUMBER: AHHC-034	CREATED: JULY 2019
DEPARTMENT: AHHC CREDENTIALING	EFFECTIVE DATE: JULY 2019
RESPONSIBLE PARTY: CREDENTIALING MANAGER	LAST REVIEWED: DECEMBER 2023
APPROVAL AUTHORITY: CREDENTIALING & PROVIDER NETWORK COMMITTEE	NEXT REVIEW DATE: DECEMBER 2024

## 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](mailto:credentialing@amplifon.com) or by phone at 1-800-862-9381 to inquire about the status of their application. A

Credentialing Specialist must respond to all status requests within two business days of receipt of the request. Responses can be made via phone call or email to the requestor.

## Related Policy and/or Procedure Documents

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None.

## References

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National Committee for Quality Assurance (NCQA), 2021 Standards for Credentialing, CR 1-A7, CR 1-B

## Version & Revision History

Version Number	Date of Review	Who Reviewed	Brief Summary of Revisions (If None, Write None)
2022.A	May 20, 2022	Andrea Johnson	Converted document to the new template including the new versioning section.
2022.B	December 19, 2022	Deanna Busse	Annual review and approval by the credentialing and provider network committee. No revisions.
2023.A	December 12, 2023	Jessica Thielbar	Annual review and approval by the credentialing and provider network committee. No revisions.