



# Provider Rights

**Hearing health care providers and businesses applying for participation or continued participation in the Amplifon Hearing Health Care (AHHC) network have the following rights:**

## **Review Information**

Providers have the right to review information that Amplifon obtains from outside sources to support their credentialing or recredentialing application (e.g., state licensing boards, malpractice insurance carriers). The provider does not have the right to review peer-review protected information, references or recommendations.

## **Correct Erroneous Information**

Amplifon will notify the provider and the credentialing contact noted on the application of any discrepancies found between the information submitted on the application and information obtained from other sources during the credentialing process. Providers have the right to correct any erroneous information on the application and submit corrections to Amplifon. Corrections must be submitted within 14 days from the receipt of the notification.

## **Application Status**

Providers have the right to be informed, upon request, of the status of their credentialing and/or recredentialing application. 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 request status information. Status inquiries will be responded to within two business days of receipt of the request.