



AmeriHealth Caritas™

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: February 26, 2024

Subject: Practitioner Credentialing Rights

Summary: Please be aware of your credentialing rights and responsibilities as a Practitioner in New Hampshire. Also, learn where to find helpful Guidelines (CPGs) on the AmeriHealth Caritas New Hampshire website.

Practitioner Credentialing Rights

During review of the credentialing application, every applicant has the right to:

- **Review information** obtained through primary source verification for credentialing purposes. This includes information from malpractice insurance carriers and state licensing boards. This does not include information collected from references, recommendations, and other peer-review protected information.
- **Be notified** if any credentialing information is received that varies substantially from application information submitted by the practitioner. Practitioners have the right to correct erroneous information if the credentialing information received varies substantially from the information that was submitted on his/her application.
- **Request the status** of his/her application if the application is current and complete, the applicant can be informed of the tentative date that his or /her application will be presented to the credentialing committee for approval.

Practitioner credentialing rights

During the credentialing and recredentialing processes, all providers have the right to:

- **Review** their credentialing information obtained from outside sources with the exception of references, recommendations, and peer-protected information obtained by the plan.
- **Correct** erroneous information. Corrections may be submitted in writing within 10 business days of the date of the notification by mail, email, or fax.
- **Be informed** of the status of credentialing or recredentialing applications, upon request. The Credentialing department will share all information with the provider with the exception of references, recommendations, or peer-review protected information. Requests can be made via phone, email, or in writing. The Credentialing department will respond to all requests within 24 business hours of receipt. Responses will be communicated via email or phone call to the provider.
- **Receive notification** within 60 calendar days of the credentialing committee's decision.
- **Appeal** any credentialing or recredentialing denial within 30 calendar days of receiving written notification of the decision.

To request or provide information for any of the above, please contact AmeriHealth Caritas New Hampshire's Credentialing department.

Mailing Address: Attn: Credentialing Department AmeriHealth Caritas New Hampshire
is P.O. Box 7386, London, KY 40742-7386

Email: newhampshireprovidernetwork@amerihealthcaritas.com

Phone: 1- (866) 610-2770

Fax: 1- (833) 609-2264

Source

<https://www.amerihealthcaritasnh.com/assets/pdf/provider/provider-manual.pdf>



Clinical Practice Guidelines

Clinical Practice Guidelines can be found at

<https://www.amerihealthcaritasnh.com/assets/pdf/provider/resources/clinical/CPG-ACNH-1121.pdf>,



or by following this path:

<https://www.amerihealthcaritasnh.com/provider/index.aspx> > Resources > Clinical resources > Clinical Guidelines (PDF).



Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Management Account Executive or the Provider Services department at **1-888-599-1479**.