Practitioner's Credentialing Rights

At Empassion, we value our partnership with our network providers. We are committed to a fair, transparent, and efficient credentialing process. As an applicant or participating practitioner, it is important that you understand your rights regarding the information we collect and how your application is processed.

The following outlines your rights during the credentialing and re-credentialing process:

Right to Review and Correct Information You have the right to review the information submitted in support of your credentialing application and to correct erroneous information. If Empassion identifies a substantial discrepancy between the data you provided and information obtained from outside sources, we will notify you within seven days. You will then have 14 business days to resolve the discrepancy by submitting corrections to the designated contact. Please note that if your application, attestation, or CV requires an update, you must personally attest to the modification; Empassion staff members are not permitted to attest to updates on your behalf.

Right to Application Status You have the right to be informed of the status of your application upon request. Inquiries may be made via telephone, email, or mail. Empassion will respond within three business days to confirm where your application stands in the process, including identifying any missing information or unverified items. While we can share process details, please be aware that practitioners are not permitted to review references, recommendations, or other information that is peer-review protected.

Notification of Decision and Policies Once a decision is reached regarding your initial credentialing, you will be notified within 30 days. If an application is denied, you will receive written communication from the Chief Medical Officer or a designee within that 30-day window, detailing the specific reasons for the denial. Additionally, you have the right to review Empassion's application and verification policies and procedures, which can be made available to you upon written request.

Empassion Health
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