



Colorado Physician Health Program (CPHP) Credentialing and Status Reports for Active CPHP Participants Policy and Procedures

POLICY:

A credentialing status report requested by an individual or entity, organization or institution is provided by CPHP for a fee of \$35.00 per report. Exclusions to policy: There is no fee associated with reports requested by state Physician Health Programs, initial evaluation reports furnished to the referral source (workplace, etc.) or initial evaluation credentialing status reports. Please note: CPHP does not provide reports on participants whose case has been inactivated for one year or longer.

PROCEDURES:

Step 1:

If the requesting entity has reason to believe that the individual for whom they are requesting a report from CPHP is/was involved with CPHP, the entity must initially contact the individual for whom they are requesting a report on, and direct that person to call CPHP and arrange for a proper CPHP release of information form to be signed. CPHP does not honor external release/consent forms that are generated outside of CPHP. If the entity does not take this step, and instead contacts CPHP to begin the process, CPHP will neither confirm nor deny that the individual is known to CPHP and will direct the entity to follow the procedures as outlined above in this policy.

If the requesting party is the individual himself/herself, the individual needs to contact CPHP and arrange to complete the proper CPHP release of information form. CPHP will not respond to any report request without a written release of information in place, no exceptions. This policy is in adherence to CPHP's policies on confidentiality. Release of information forms that are currently on file at CPHP are valid for active participants.

Step 2:

Once a CPHP release of information form is completed, the individual will be directed by CPHP to contact the requesting entity and inform them that he/she has completed the CPHP release of information form.

Step 3:

Once the requesting entity has received confirmation from the individual that the CPHP release of information form is in place, the requesting entity must mail a completed CPHP Credentialing Status Report Request Form along with payment of \$35. Payment must be received in order for the request to be processed.

Step 4:

Upon receipt of the completed CPHP Credentialing and Status Report Request Form, payment and confirmation that a valid release of information form is in place, CPHP will prepare a report within thirty days from the date the request is received. There are no exceptions to this policy. If the requested report will not be provided as outlined in this policy, CPHP will contact the requesting entity immediately.

Approved: on file Date: 4/1/03 Policies and Procedures 2003
