

Pro Care Health Plan, Inc. (Pro Care)	
	<i>Health Care Management / Quality / Credentialing</i>
	Policy & Procedure
Subject: Confidentiality of All Information Obtained in the Credentialing Process	Line of Business: [X] Medicaid
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Original Approval Date: 1/31/06	Page 1 of 1
Most Recent Revision: 08/20/2009	
Next Review Date: 08/20/2010	
Contractual/Accreditation Standard:	

I. **SCOPE:**

This document describes the internal Pro Care Health Plan, Inc. (Pro Care) process for managing credentialing files to meet organization's established criteria.

II. **POLICY:**

Pro Care will maintain this procedure to be compliant with regulatory, contractual and accreditation standards.

III. **OPERATIONAL DEFINITIONS:**

None

IV. **PROCEDURE:**

A. Pro Care ensures the confidentiality of credentialing information and limits access to credentialing files to authorized personnel only.

B. Pro Care takes precautions to prevent the unauthorized disclosure of information and records relating to credentialing and recredentialing of providers. (See Confidentiality Policy)

C. All practitioner records and confidential information is kept in a secure and confidential manner. Credentialing files are housed in locked cabinets within the office of the Credentialing Specialist. All practitioner information is located in a secure folder designated by the Credentialing Specialist. Access to practitioner records and information is limited to authorized personnel only.

D. The practitioner's data stored in the Excel Spreadsheet format is restricted to the Credentialing department.

E. Members of the Credentialing Committee must sign a confidentiality statement which is kept on file for the tenure on the Committee.

F. Any Practitioner wishing to view information contained in his or her credentialing file must submit their request in writing to the Medical Director and/or Credentialing Specialist.

V. **MATERIALS:**

- Confidentiality Statement

VI. **REPORTING/RECORDS**

- Credentialing Committee Members signed confidentiality statement