

Pro Care Health Plan, Inc. (Pro Care)	
	<i>Health Care Management/Credentialing</i>
	Policy & Procedure
Subject: Process for Ensuring that Credentialing/Recredentialing are Conducted in a Non-Discriminatory Manner	Line of Business: [X] Medicaid
Effective Date: 2/6/06	Document Number: CR-07-713
Original Approval Date: 1/31/06	Page 1 of 2
Most Recent Revision: 08/20/2009	
Next Review Date: 08/21/2010	
Contractual/Accreditation Standard:	

I. **SCOPE:**

This document describes the internal Pro Care Health Plan, Inc. (Pro Care) process for Ensuring that Credentialing/Recredentialing are Conducted in a Non-Discriminatory Manner.

II. **POLICY:**

A. Pro Care will maintain this procedure to be compliant with contractual and accreditation standards. Pro Care does not make credentialing and recredentialing decisions based solely on an applicant's race, ethnic / national identity, gender, age, sexual orientation or the type of procedure or patient (e.g. Medicaid) in which the practitioner specializes.

IV. **OPERATIONAL DEFINITIONS:**

None

V. **PROCEDURE:**

A. Pro Care's Compliance Officer or designee will conduct periodic audits of credentialing files (in-process, denied and approved files) to ensure that practitioners are not discriminated against.

B. Pro Care's Compliance Officer or designee will conduct periodic audits of practitioner complaints to determine if there are complaints alleging discrimination.

C. Pro Care will maintain a diverse Contract / Credentialing Committee membership and the requirement for those responsible for credentialing decisions to sign a statement affirming that they do not discriminate when they make decisions.

V. **MATERIALS:**

- Credentialing File Audit form

Pro Care Health Plan, Inc. (Pro Care)	
	<i>Health Care Management/Credentialing</i>
	Policy & Procedure
Subject: Process for Ensuring that Credentialing/Recredentialing are Conducted in a Non-Discriminatory Manner	Line of Business: [X] Medicaid
Effective Date: 2/6/06	Document Number: CR-07-713
Original Approval Date: 1/31/06	Page 2 of 2
Most Recent Revision: 08/20/2009	
Next Review Date: 08/21/2010	
Contractual/Accreditation Standard:	

VI. **REPORTING/RECORDS:**

- Credentialing File Audit Report