

## Information about the AlohaCare Credentialing Process

AlohaCare verifies and assesses the credentials you submit as part of its credentialing process when you join our Provider Network and every three years thereafter. During the credentials verification process discrepancies are sometimes identified between the information that you submit and that which we receive from primary and other outside sources. When this happens we will notify you and tell you about the discrepancy. You may provide additional information, as appropriate and desired. Credentialing staff document the date of receipt of the information from you and include it with your application. This additional information is included with the documents that our Credentialing Committee reviews to render its decision about participation in our Network.

If information we receive from outside sources is different from that which you have provided, we will notify you and tell you about the difference. You may correct erroneous information submitted by another source. The correction must be written and sent to the Credentialing Department within 30 calendar days from the date of notification. Your written correction will be included with the documents that our Credentialing Committee reviews to render its decision about participation in our Network.

You may review information we obtain to evaluate your application, CV, attestation or other documents. This includes information from outside sources such as state licensing boards. You may not review peer review protected information. If you wish to review this information, please contact the Credentialing Department at the telephone number below to arrange the process.

If you would like to know the status of your application, please contact the Credentialing Department at the telephone number below to request information. Our Credentialing staff can tell you when your application will be reviewed by the Credentialing Committee; whether or not there are outstanding issues; or answer any questions you may have about your application or our credentialing processes.

Our Credentialing Committee meets on a regular basis. You will be notified of its decision about participation within sixty (60) calendar days of the decision.

If you have questions about credentialing issues or any of the above processes, please contact the Credentialing Department by telephone or in writing.

AlohaCare  
Credentialing Department  
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808-973-1650