

Special Bulletin

For professional providers

August 15, 2024

Changing: The Process for Appealing Credentialing Decisions for Professional Providers in DE and WV

Effective Nov. 15, 2024, all appeals of Credentials Committee decisions for Delaware (DE) and West Virginia (WV) professional providers will be presented to the Highmark Network Quality and Credentials Committee (NQCC). Appeals will no longer be presented to the Appeals Review Committee (ARC). The reconsideration step is being removed.

If providers are notified of a pending termination or limited/modified decision made by the Credentials Committee due to **not** meeting credentialing requirements, they will have 30 days to appeal the decision. The appeal will be presented at the next NQCC meeting. Providers will have the option to appear via teleconference or have their case presented on their behalf.

Effective Nov. 15, 2024, the following section in the *Highmark Provider Manual* will be updated to reflect these changes:

- **Chapter 3, Unit 2: Professional Provider Credentialing** > *3.2 Reconsiderations and Appeals* > *Appeals of Credentials Committee Decisions*.

The *Provider Manual* is available on the Provider Resource Center (PRC). Once on the PRC, select **MANUALS** from the task bar and then click **HIGHMARK PROVIDER MANUAL** from the dropdown.

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