

## Credentials Verification Services Request and Follow-up Cycles

Type of Information	Type of Request	Automated System Request Process				Follow-up Process*	
		First Request Sent	Request Interval	Request Method	Number of Request Letters	Additional Follow-up	Method of Additional Follow-up
<b>Initial Application</b>	Application Request	Within 1 business day of customer request	25 days	Fax, e-mail or mail	3 requests	Follow up team personally follows up with unresponsive practitioners	Phone, e-mail, fax, mail
<b>Reappointment Application (for customers with reappointments by request only)</b>	Application Request	Within 1 business day of customer request	25 days	Fax, e-mail or mail	3 requests	Follow up team personally follows up with unresponsive practitioners	Phone, e-mail, fax, mail
<b>Reappointment Application (for customers with rolling reappointment cycles)</b>	Application Request	180 days prior to reappointment date <sup>1</sup>	25 days	Fax, e-mail or mail	3 requests	Follow up team personally follows up with unresponsive practitioners	Phone, e-mail, fax, mail
<b>Supporting Documents from Practitioner</b>	Copy Request	Within 1 business day of the file being initiated	15 days	Fax, e-mail or mail	3 requests	Follow up team personally follows up with unresponsive practitioners	Phone, e-mail, fax, mail
<b>Missing application information or clarification of application information</b>	Copy Request	Within 1 business day of the file being initiated	15 days	Fax, e-mail or mail	3 requests	Follow up team personally follows up with unresponsive practitioners	Phone, e-mail, fax, mail
<b>Primary source verification (non-web-based)</b>	Verification Request	Within 1 business day of the file being initiated	15 days	Fax, e-mail or mail	3 requests	Follow up team personally follows up with unresponsive third parties	Phone, e-mail, fax, mail
<p>* Our follow-up process will only be utilized if the outstanding items have not been received following our automated system request process.</p> <p><sup>1</sup> The Reappointment Lead Time can be customized – we recommend that the lead time is at least 120 days to allow sufficient time for processing.</p>							

- If documents are missing, our system generates a copy request letter listing outstanding items.
- Gaps, inconsistencies, or explanations required from the provider are also tracked using flags in the system, for example, gaps in work history or missing PPQ explanations.
- The copy request letter to the provider will pre-populate automatically from the system to itemize all the outstanding items required to complete the process.
- These are faxed, e-mailed or mailed out within 1 business day of the file being initiated.
- If the provider does not respond, a second copy request letter will be sent out 15 days after the first letter.
- If they do not respond to the second request, a third and final request will be sent out 15 days after the second.
- These request letters are automatically generated through the system's diary function.
- All files are audited on completion. This final step ensures accuracy and completeness of data and documents.