

AIDS Healthcare Foundation

Provider Rights

1. Right of Review

A practitioner has the right to review information obtained by AIDS Healthcare Foundation for the purpose of evaluating that practitioner's credentialing application. This includes non-privileged information obtained from any outside source (e.g., malpractice insurance carriers, state licensing boards, National Practitioner Data Bank), but does not extend to review of information, references or recommendations protected by law from disclosure.

A practitioner may request to review such information at any time by sending a written request via letter to the Credentialing Department at AIDS Healthcare Foundation, 1710 N. La Brea Ave., Los Angeles, CA 90046 or by email to renee.barker@ahf.org. The Credentialing Department will notify the practitioner within 72 hours of the receipt of the request of the date and time when such information will be available for review at the Credentialing Department at AIDS Healthcare Foundation.

2. Notification of Discrepancy

Practitioners will be notified in writing, via letter or fax, within 30 business days, when information obtained from the primary sources varies substantially from information provided on the practitioner's application.

Examples of information of substantial variance include reports of a practitioner's malpractice claims history, actions taken against a practitioner's license or certificate, suspension or termination of hospital privileges, or board certification expiration, when one or more of these examples have not been self-reported by the practitioner on his/her application form. Practitioners will be notified of the discrepancy at the time of primary source verification. Sources will not be revealed if information obtained is not intended for verification of credentialing elements or is protected from disclosure by law.

3. Correction of Erroneous Information

If a practitioner believes that erroneous information has been supplied to AIDS Healthcare Foundation by the primary source, the practitioner may correct such information by submitting written notification to the Credentialing Department. Practitioners must submit a written notice (via letter or email) along with a detailed explanation to the Credentialing Department, AIDS Healthcare Foundation, 1710 N. La Brea, Los Angeles, CA 90046, or email renee.barker@ahf.org. Notification to AIDS Healthcare Foundation must be received within 15 business days of AIDS Healthcare Foundation notification to the practitioner of a discrepancy as provided in Section 1 above or within 24 hours of a practitioner's review of his/her credentials file as provided in Section 2.

4. Status of Application

Practitioners will be informed, upon request, of the status of their initial or recredentialing application. The practitioner may request the status of his/her application at any time by sending a written request via email or mail to the Credentialing Department. The Credentialing Department will respond to the practitioner within 15 business days of the receipt of the written request.