



## DHMP's Annual Notification of Practitioner Rights

- » The applicant has the right to review the information submitted on their behalf used to evaluate his or her credentialing or recredentialing application. In the verification process, if any discrepancies are found in the information provided by a practitioner, the Credentialing Department personnel will contact the practitioner or provider representative. Denver Health Medical Plan (DHMP) must notify the practitioner if there is a substantial discrepancy in information regarding actions on licensure, malpractice claims history and board certification. The practitioner may not review references, recommendations or other information that is peer-review protected. DHMP is not required to reveal the source of information if law prohibits disclosure.
- » The applicant has the right to correct erroneous information in their credentialing application in writing, prior to formal approval of the credentialing process and presentation at the Credentialing Committee meeting date. In the event that the credentialing information obtained from other primary source verifications varies substantially from that provided by the applicant, the Credentialing Department will notify the practitioner or provider representative by email of the process to correct the information discrepancy. This correspondence will also include the time frame for making corrections, the format for submitting corrections and where to submit corrections.
- » The applicant has the right to be informed of the status of their credentialing or recredentialing application, upon request by contacting DHMP Credentialing Department personnel via email at [DHMPCredentialing@DHHA.org](mailto:DHMPCredentialing@DHHA.org). The Credentialing Department will only discuss information per the specific application submission.

### **DHMP also collaborates with network practitioners to enhance healthcare quality and manage population health.**

This involves sharing data, Preventive and Clinical Practice Guidelines, supporting practice transformation, and offering cultural competency training. Data sharing facilitates better service delivery, while guidelines inform treatment choices without replacing practitioner advice. These aids foster practitioner and member discussions on treatment decisions and encourage member involvement in self-care. Practice transformation support includes promoting integration and advancing towards value-based care models like the Patient-Centered Medical Home (PCMH).

To view best practices on PCMH transformation, Preventive and Clinical Practice Guidelines, or to learn more about how DHMP supports network practitioners/providers in delivering high quality care visit [Denverhealthmedicalplan.org/quality-improvement-program](http://Denverhealthmedicalplan.org/quality-improvement-program).

**You can also find this information online in the Provider Manual at:  
[DenverHealthMedicalPlan.org](http://DenverHealthMedicalPlan.org) Provider-Manual**