



Principal Office: 5250 Lover's Lane, Suite 200, Portage, MI, 49002

P: 800-676-0423

F: 269-883-6670

## **APPLICANT RIGHTS FOR CREDENTIALING AND RECREDENTIALING**

1. The Applicants Rights for Credentialing and Re-credentialing will be included in the initial credentialing packet sent to Applicants applying to be providers in the SWMBH provider network.
2. Applicants have the right, upon request, to be informed of the status of their application. Applicants may contact the credentialing staff via telephone, in writing or email as to the status of their application.
3. Applicants have the right to review the information submitted in support of their credentialing application. This review is at the applicant's request. The following information is excluded from a request to review information:
  - a. Southwest Michigan Behavioral Health is not required to provide the applicant with information that is peer-review protected.
  - b. Information reported to the National Practitioner Data Bank (NPDB).
  - c. Criminal background check data.
4. Should the information provided by the applicant on their application vary substantially from the information obtained and/or provided to Southwest Michigan Behavioral Health by other individuals or organizations contact as part of the credentialing and/or re-credentialing process, credentialing staff will contact the applicant within 180 days from the date of the signed attestation and authorization statement to advise the applicant of the variance and provide the applicant with the opportunity to correct the information if it is erroneous.
5. The applicant will submit any corrections in writing within fourteen (14) calendar days to the credentialing staff. Any additional documentation will be date stamped and kept as part of the applicant's credentialing file.

### Southwest Michigan Behavioral Health Credentialing Staff Contact Information

Jarrett Cupp, Provider Network Specialist

Phone: 269-488-6996

Email: [Jarrett.Cupp@swmbh.org](mailto:Jarrett.Cupp@swmbh.org)

Mila Todd, Chief Compliance & Privacy Officer, Provider Network Management

Phone: 269-488-6794

Email: [Mila.Todd@swmbh.org](mailto:Mila.Todd@swmbh.org)

*Serving Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren Counties*