



PROVIDER SUSPENSION MECHANISM FOR CONSUMER SAFETY.

Effective Date: 3/2016

Last Review Date: 03/2021

Last Revision Date: 2/2016

Next Review Date: 3/2022

Owner: Credentialing Manager

Approving Authority: Corporate
Credentialing Committee

Background

This document establishes guidelines and processes with which Blue Cross and Blue Shield of Kansas (BCBSKS) may immediately suspend, pending investigation, a contracting Practitioner from the network when, in the opinion of the Pre-Credentials Review Team (PCRT), composed of the CMO, the Medical Directors, Director of Professional Relations, Credentialing Nurse Coordinator and Credentialing Manager, the Applicant is engaged in behavior or who is practicing in a manner that appears to pose a significant risk to the health, welfare, or safety of BCBSKS members. The investigation whether to suspend a provider from the network is initiated on an expedited basis.

- I. **Procedure- Any investigations related to consumer safety will be handled on an expedited basis.**
 1. Determine Practitioner is engaging in behavior or practicing in a manner that appears to pose a significant risk by reviewing:
 - Media coverage
 - Court Document
 - Member Complaint
 - Other available sources
 2. Present all collected derogatory information immediately to CMO or Medical Director for review and recommendation to convene the PCRT.
 3. Expedite a meeting with the PCRT and legal staff for review of all information and final decision.
- II. **Suspension**
 1. When the PCRT determines a Practitioner is to be suspended from the network for consumer safety reasons, a letter will be sent by the Director of Professional Relations to the Practitioner.
 2. Letter will include:
 - a. The date suspension begins
 - b. The reason(s) for the suspension
 - c. First Level Reconsideration rights including timeframe for submission
 - d. Requirements to maintain Credentialing Criteria
 - At any time during the Suspension period if the Practitioner's licensing board takes action to Suspend, Revoke, or otherwise limit Practitioner's license action will be taken according to Credentialing Criteria.



- e. Statement detailing requirements of Practitioner to notify BCBSKS members of his/her non par status
 3. Email distributed internally to temporarily remove Practitioner from Provider Directory, pending further review.
 4. Notify Corporate Credentials Committee of decision and add to agenda for next monthly meeting.
- III. Reconsideration

Refer to Reconsideration Procedure PR-CRED-B002

If Practitioner fails to request Reconsideration within 30 days from the date of the suspension letter the Practitioner's contracting status will be cancelled. A Certified Letter will be sent from the Director of Professional Relations to notify the Practitioner of the cancellation. The Practitioner will then have to complete the requirements of a new Practitioner when reapplying for participation.

Process Flow Chart (if applicable)

Related Forms

Validation (if applicable)

Revision Log

<i>Effective Date</i>	<i>Description of Change</i>	<i>Revision Approved By</i>
02/24/2016	New Policy	Corporate Credentials Committee
03/07/2016	New Policy	Steering Committee
02/22/2017	Annual Review	Corporate Credentials Committee
02/27/2017	Annual Review	Steering Committee
01/24/2018	Annual Review	Corporate Credentials Committee
03/05/2018	Annual Review	Steering Committee
01/23/2019	Annual Review	Corporate Credentials Committee
03/04/2019	Annual Review	Steering Committee
02/26/2020	Annual Review	Corporate Credentials Committee
03/02/2020	Annual Review	Steering Committee
02/24/2021	Annual Review	Corporate Credentials Committee
03/08/2021	Annual Review	Steering Committee

Policies Supported by this Procedure

<i>Corporate Policies</i>	<i>Departmental Policies</i>
	PR-CRED-B002