



# NORTH EAST MEDICAL SERVICES

東北醫療中心

MANAGEMENT SERVICES ORGANIZATION (MSO)

Management Services Organization  
1710 Gilbreth Rd  
Burlingame, CA 94010  
Phone: (415) 352-5186  
Fax: (415) 233-4892  
[www.nemsmso.org](http://www.nemsmso.org)

## Practitioner Rights: Credentialing and Recredentialing

### ***Right to Review***

The practitioner has the right to review information obtained by the North East Medical Services (NEMS) for the purpose of evaluating that practitioner's credentialing or recredentialing application. This includes non-privileged information obtained from any outside source (e.g., malpractice insurance carriers, state licensing boards), but does not extend to review of information, references or recommendations protected by law from disclosure. The practitioner may request to review such information at any time.

### ***Right to be Informed of the Status of Credentialing/Rec credentialing Application***

Practitioners may request to be informed of the status of their credentialing/rec credentialing application. The practitioner may request this information by sending a written request by letter, email or fax to the NEMS.

### ***Notification of Discrepancy***

Practitioners will be notified in writing via fax, email or phone, when information obtained by primary sources varies substantially from information provided on the practitioner's application. Examples of information at substantial variance include reports of practitioner's malpractice claims history, actions taken against a practitioner's license/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.

### ***Correction of Erroneous Information***

If a practitioner believes that erroneous information has been supplied to NEMS by primary sources, the practitioner may correct such information by submitting written notification to NEMS. Practitioners must submit a written notice, via fax or email, along with a detailed explanation, during the 180-day credentialing cycle, prior to Credentialing Committee review.

Upon receipt of notification from the practitioner, the NEMS Credentialing Department will re-verify the primary source information in dispute. If the primary source information has changed, correction will be made immediately to the practitioner's credentials file. The practitioner will be notified, that the correction has been made to his/her credentials file. If, upon review, primary source information remains inconsistent with practitioner's notification, the Credentialing Department will so notify the practitioner. The practitioner may then provide proof of correction by the primary source body to NEMS' Credentialing Department via certified letter. The Credentialing Department will re-verify primary source information if such documentation is provided.

### **NEMS Contact Information**

**Phone:** 1(415) 352-5186, Option 3

**Email:** [MSO-Credentialing@nems.org](mailto:MSO-Credentialing@nems.org)

**Address:** North East Medical Services  
1710 Gilbreth Rd  
Burlingame, CA 94010