



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

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/Recredentialing Application

Practitioners may request to be informed of the status of their credentialing/recredentialing 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.

Please note, NEMS does not discriminate or base credentialing decisions on an applicant's race, ethnic/national identity, gender, age, sexual orientation or patient's insurance coverage in which a practitioner specializes.

NEMS Contact Information

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

Email: MSO-Credentialing@nems.org

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