How We Update Physician and Practitioner Information

Physician and practitioner information is updated, validated, and limited by the following:

Item	Explanation	Source	Frequency of validation	Limitations
Specialty	Refers to the specific area(s) of Medicine in which the doctor specializes (for example: Cardiology)	Is verified by residency completion &/or board certification	At initial credentialing	None
Hospital Affiliation (s)	The hospital(s) the doctor uses for inpatient admissions.	Self-reported	At credentialing and re-credentialing and as often as reported	SWHP only accepts physicians who have privileges at a contracted facility or sign a statement that they will send SWHP members to a contracted facility.
Medical Group Affiliations	Some doctors belong to a group practice	Self-reported	At credentialing and re-credentialing and as often as reported	None
Board Certifica-tion	A certification that the doctor has passed rigorous exams indicating knowledge in a field of medicine. You can verify a physician's current Board status by visiting www.abms.org.	Verification is done by contacting the originator of the certification; this is done by a credentialing verification organization.	At credentialing and re-credentialing	Physician must have completed boards in specialty or else complete 50 Continuing Medical Education (CME) credits each year of which 25 must be in specialty physician is practicing
Accepting New Patients	Some Primary Care Physicians (PCP) have such a large number of patients that for quality purposes he/she may want to stop accepting new patients. "With physician approval only" means the PCP must approve any new patients. "Limited Basis Only" means the doctor practices at the listed location only during certain days and times.	Medical Director or designee	As often as directed by Medical Director	Each PCP must have a minimum of 100 SWHP members before they can stop accepting new patients.
Languages Spoken	Languages other than English that the doctor speaks fluently	Self-reported	As often as reported	None
Office Locations	The address(es) where the doctor sees patients in an office setting	Self-reported &/or as observed by Provider Relations	At credentialing and re-credentialing and as often as reported	Prefer offices be located within the SWHP service area

2/19/2009