

Provider Credentialing

All providers and practitioners have the right to be informed of the status of their credentialing / re-credentialing application upon request. Requests should be submitted by calling or emailing your Louisiana Healthcare Connections Contracting or Provider Relations Representative at the number or email address noted below.

During the credentialing and re-credentialing process, Louisiana Healthcare Connections will obtain information from various sources (state licensing agencies and National Practitioner Data Bank) to evaluate applications. Providers and practitioners have the right to review any primary source information that Louisiana Healthcare Connections collects during this process. However, this does not include the release of references, recommendations or other information that is peer review protected.

Should the provider or practitioner believe any of the information used in the credentialing / re-credentialing process to be erroneous, or should any information gathered as part of the primary source verification process differ from what the provider or practitioner submitted on an application, he/she has the right to correct any erroneous information submitted by another party. To request release of such information, a written request must be submitted to the Provider Data Management Department at the email address noted below. Upon receipt of this information, the provider or practitioner will have thirty **(30) days** to provide a written explanation detailing the error or the difference in information to Louisiana Provider Data Management. Louisiana Healthcare Connections' Credentialing Committee will then include this information as part of the credentialing / re-credentialing process.

Requests for credentialing status should be sent to LHC_Provider_Credent@centene.com. They should list the practitioner's name, NPI, and Tax ID.

Requests to release information are to be submitted in writing via email to the Louisiana Provider Data Management Department at LHC_Provider_Credent@centene.com.