



<b>Title:</b>	Review and Reporting of Final Adverse Actions				
<b>Department/Line of Business:</b>	Provider Network Operations / All lines of Business				
<b>Approver(s):</b>	SWHP/ICSW Credentialing Committee				
<b>Location/Region/Division:</b>	SWHP				
<b>Document Number:</b>	SWHP.PNO.017.P				
<b>Effective Date:</b>	11/13/2018	<b>Last Review/ Revision Date:</b>	11/13/2018	<b>Origination Date:</b>	06/14/2005

## LINE OF BUSINESS

This document applies to the following line(s) of business:  
All Lines of Business

## DEFINITIONS

*When used in this document with initial capital letter(s), the following word(s)/phrase(s) have the meaning(s) set forth below unless a different meaning is required by context. Additional defined terms may be found in the BSWH P&P Definitions document.*

**National Practitioner Databank (NPDB)** – A Federal data bank, which is a repository of information about healthcare providers in the United States. It is a data tracking system designed to protect program beneficiaries from unfit healthcare practitioners. It requires reporting of adverse licensure, hospital privilege, and professional society actions against physicians and dentists related to quality of care. In addition, the NPDB tracks malpractice payments made for all healthcare practitioners.

## POLICY

To provide a quality network for the safety of members, Scott & White Health Plan (SWHP)/Insurance Company of Scott & White (ICSW) provides for the fair and uniform review of potentially serious deficiencies involving healthcare providers, suppliers, or practitioners of healthcare items or services (hereinafter referred to as providers). This review process includes evaluation of objective evidence, processes for altering the provider’s participation with SWHP/ICSW, a fair hearing and appeal process, and a process for reporting to the NPDB. This review process evaluates acts or omissions that affect or could affect the payment, provision, or delivery of a healthcare item or service.

## PROCEDURE

SWHP/ICSW reports serious quality deficiencies such as terminations or suspensions of practitioners and providers to the proper authorities to include the Texas Medical Board, the NPDB, and other agencies as deemed appropriate.

### Reporting Authorities

#### Texas Medical Board

SWHP/ICSW mails a copy or electronically send reports submitted to the NPDB within thirty (30) calendar days from the date the adverse action was taken. SWHP/ICSW submits a written report to the State regarding serious quality deficiencies such as terminations or suspensions of practitioners and providers for further investigation by the State.

## National Practitioner Databank (NPDB)

1. SWHP/ICSW reports to the NPDB in compliance with Title IV of Public Law 99-660, the Health Care Quality Improvement Act of 1986. SWHP/ICSW reports:
  - o Any professional review adverse action taken against a physician lasting more than (thirty) 30 calendar days based on reasons related to professional competency or professional conduct that results in loss of clinical privileges (i.e. right to participate in SWHP/ICSW's Network) or
  - o When a practitioner voluntarily terminates their participation while under investigation or possible professional incompetence or improper professional conduct or
  - o When a practitioner voluntarily terminates their participation, in return for not conducting such an investigation or taking a professional review action.

## Notification

1. Applies to physicians and non-physicians.
2. Communication to the NPDB is completed after the practitioner has exhausted their right to appeal as outlined under SWHP.PNO.016.P - Practitioner Appeal Process.
3. Baylor Scott & White Risk Management Registered NPDB is designated as the entity representative to submit reports from the SWHP/ICSW Chief Medical Officer or Designated Physician to the NPDB and State.
4. Reports are completed using the report form available on the NPDB's website. The report may be printed and sent by certified mail or by electronic notification to the Texas Medical Board within thirty (30) calendar days from the date the adverse action was taken, if applicable. The report is sent electronically to the NPDB website within thirty (30) calendar days from the date the adverse action was taken. (Refer to NPDB Guidebook or to NPDB Help line 1-800-767-6732 for detailed instructions).

## ATTACHMENTS

None.

## RELATED DOCUMENTS

Ongoing Monitoring of Sanctions, Complaints, Adverse Actions, and Quality Issues (SWHP.PNO.015.P)  
Practitioner Appeal Process (SWHP.PNO.016.P)  
Range of Actions to Improve Performance/Altering the Conditions of Participation (SWHP.PNO.024.P)

## REFERENCES

National Committee for Quality Assurance (NCQA): CR 6 Standard  
Texas Administrative Code, Title 28 Insurance, Part 1, Chapter 11 Health Maintenance Organization  
Centers for Medicare & Medicaid Services (CMS) – Medicare Managed Care Manual, Chapter 6 Sections 30 & 60.4  
PRO 1.47 42 CFR 422.202(a)

The information contained in this policy is confidential and proprietary and may not be shared without the express permission of the Scott & White Health Plan. Further, the information contained in this document should not be considered standards of professional practice or rules of conduct or for the benefit of any third party. This document is intended to provide guidance and, generally, allows for professional discretion and/or deviation when the individual health care provider or, if applicable, the "Approver" deems appropriate under the circumstances.