

PROVIDER RIGHTS and RESPONSIBILITIES

Providers have rights during the credentialing and recredentialing process. The following list describes the Providers Rights and Responsibilities.

- The provider has the right to review information submitted to support their credentialing application. This includes any information used to evaluate the application with the exceptions of references, recommendations or other peer-review protected information. Provider Rights are available for review on MARCH® Website, Provider Resources Tab, Provider Credentialing Rights as well as in MARCH® Vision Care Provider Reference Guide.
- The provider has the right to be notified by MARCH® of any credentialing information obtained from other sources that varies substantially from that provided by the provider. The provider will be notified within five (5) business days of receipt of said information the Credentialing Department.
- The provider has the right correct erroneous information. If provider indicates there is a need to provide corrected information, such corrections must be received within five (5) business days of receiving the notification from MARCH®. Corrected information must be submitted in writing via fax, email, US mail to one of the following addresses, attention Credentialing Supervisor or designee.
 - Fax – 855-743-7831
 - Email – MVC_Credentialing@marchvisioncare.com
 - U.S. Mail
 - MARCH® Vision Care Inc.
 - 6701 Center Drive West
 - Suite 790
 - Los Angeles, CA 90045
- The provider has the right to receive the status of their credentialing application on request. MARCH will respond to the status request within five (5) business days. The response maybe via voicemail, email, fax or actual phone conversation. MARCH® will only advise as to the receipt of the application and where in the process he application is. Steps in the process are: application receipt, application review for completeness, request for clarification or request for missing documentation, committee review, denial or approval.
- MARCH® is not required to reveal the source of information that was not obtained to meet verification requirements or if federal or state law prohibits disclosure.
- MARCH® will document receipt of corrected information the providers credentialing file.

The provider can reference their rights on MARCH website, Provider Reference Guide and/or MARCH® eyeSynergy® web portal