

**Summary  
of  
Appeal Policy for Providers**

It is the policy of First Health to allow one combined appeal of a credentialing decision(s) that results in a provider's non-selection or non-retention from one or more of our preferred provider networks, unless a different process is required by law or contract. A First Health credentials committee performs the appeal review. Requests for an appeal must be submitted by the provider in writing within 30 days of the date the notice letter was sent and must state reasons why the provider believes the original decision(s) to be incorrect. The provider is given an opportunity to submit information he/she believes is relevant to the decision(s). Personal interviews with the provider and/or attorneys are granted at First Health's sole discretion. First Health reserves the right to change this policy.