Attachment I.C.17.f-3 CVO Credentialing Process Flow

**Start**
- Refer Providers to CVO

**CVO**
- Notify Provider in Writing if Application is Complete (Within 5 Days)
- Verify Sources, Perform Quality Review, Conduct Site Visit
- Make Credentialing & Recredentialing Decision
- Send Verified Credentialing Packet (Within 30 Days)

**Provider**
- Submit Clean Application
- Notify Provider Request for Additional Information
- Need Longer than 10 Days?
  - Y: Contract with Providers?
  - N: Contracting Activities

**Contracting Activities**
- Contracting Activities (Within 30 Days)
- Notify Provider of Extra Time (No more than 15 days)
- Load Provider into All Systems (Within 10 Days)

**End**
- End
- Need Longer than 10 Days?
  - Y: Contracting Activities
  - N: Notify Provider in Writing if Application is Complete (Within 5 Days)

**HUMANA**
- Educate and Assist Regarding Credentialing Process
- Refer Providers to CVO