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To: insurance.mia@maryland.gov

Cc: Lisa Kaylen <lkaylen@innovativehealthservices.com>; npamexdir@npedu.com

Sent: Tuesday, July 22, 2014 2:18 PM

Subject: Question for the Commissioner

I am a licensed and certified Nurse Practitioner in the State of Maryland. I am employed through Shore Medical Group under the umbrella of the University of Maryland, Shore Regional Health.

I am the provider for Shore Women's Care and I am unable to get credentialing as a Nurse Practitioner provider under United Healthcare. I have consulted with several of my colleagues who face this same barrier to practice.

With the Affordable Care Act now in force, providers are needed more than ever before to meet the needs of our growing healthcare populations. Arbitrary decisions to deny credentialing to a highly qualified and experienced provider are unacceptable and must be addressed.

Nurse Practitioners are not "ghost providers". We perform the examination and determine the plan of care, consulting with physician providers as appropriate for the presenting circumstance.

Can you provide me with some direction in addressing this credentialing issue with United Healthcare. Discussions with them directly have been unsuccessful. I am aware of one Nurse Practitioner in my geographic practice area who was granted an exemption by UHC for credentialing. I do not understand why this exemption has not been extended to others of us who are practicing in rural and medically underserved areas of Maryland.

Thank you for any guidance you may be able to offer me.

Sincerely,
Dale Jafari

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