



CREDENTIALING SERVICE AGREEMENT

AGREEMENT made this ____ day of _____, by and between WCH SERVICE BUREAU, INC., having a place of business at 3047 Avenue U, Brooklyn, NY 11229, hereinafter referred to as “WCH”, and _____, having a place of business at _____, hereinafter referred to as the “Client”, WCH and the Client sometimes hereinafter collectively referred to as the “Parties”, as follows:

WITNESSETH:

WHEREAS, WCH provides services to the Client in connection with obtaining credentials for the Client with insurance carriers, state and federal agencies; and

WHEREAS, WCH has substantial experience and expertise in this field; and

WHEREAS, WCH is prepared to service said Client on the terms and conditions hereinafter set forth; and

WHEREAS, the Client is desirous of having WCH perform the services as hereinbefore agreed; and

WHEREAS, the Parties are desirous of reducing their mutual understandings and agreements to writing.

NOW, THEREFORE, it is mutually covenanted and agreed as follows:

1. The Client agrees that it will cooperate with WCH in scheduling meetings to obtain all of the information and prepare all of the documents necessary to submit to the insurance carrier, state and federal agencies for the purpose of performing the services specified in Schedule A (Detailed Request for the Services to be done) on behalf of the Client.



2. The Client acknowledges that all the details of Plan of Credentialing will be specified in Schedule B and will be approved by Client.

3. WCH agrees that it will promptly update Client with all the steps of the Plan of Credentialing and necessary information. These updates will be available upon the access to the CredenApp (Credentialing Application) Program after signing the Agreement by both Parties. Access to CredenApp will be provided by WCH IT Department through Website.

4. The Client agrees that if any information has not been provided by Client to WCH, the Client is responsible for providing such information and any other documents that may be required within three (3) days.

5. WCH will not perform any services that are not specified in Schedule A (Detailed Request for the Services to be done).

6. The Client agrees that it will notify WCH within three (3) days upon receipt of any correspondence, documents or applications connected the credentialing process and furnish it to WCH.

7. The Client agrees to make all payments to WCH for performing ordered services strictly on timeframes specified in Schedule C (Payment Structure).

8. Payments for Credentialing Services is estimated and announced in proposal by WCH before signing of Credentialing Services Agreement depending on volume and nature of the work ordered. Payment period for the performing ordered services could be varied depending on the complexity of the work ordered by Client.

9. The payment structure is specified in Schedule C.

10. In case of payment is not received by WCH according to the payment structure (Schedule C), WCH shall suspend all work that was set by the Plan of Credentialing. The suspension shall to be documented in CredenApp. Client will be informed by email from Supervisor about credentialing suspension due to not received payment. WCH will resume work on Client account once the payment is received. Client will be notified if the payment is not received within

ten (10) days, WCH will request insurance companies to stop the processes of requested credentialing work.

11. A final invoice is issued approximately two weeks before the completion of the services for the remaining half of the amount and this amount can be varied from the originally announced amount depending on the actual result of the work performed. Any changes related to the services should be specified in Schedule D (Changes to Schedule A) and should be sign by both parties before proceeding.

12. If any payment by Client to WCH pursuant to this Agreement is not received, when due for any reason, such payment will be deemed as subject for involving legal third parties to collect the payment. All expenses for the legal third party involvement must be paid by Client.

13. The Client agrees that WCH is not responsible, for any reason, the application is rejected for the Client.

14. The Client is prohibited to offer WCH employees any type of employment opportunities, money or any gifts under any circumstances. The Client is not allowed to solicit WCH employees, communicate and/or work in any way with WCH ex-employees. In case Client violates these prohibitions, WCH will consider the termination of credentialing services agreement.

15. The Client agrees that WCH will not refund the money back to the Client if the application resulted in rejection due to Client's error, or if insurance payer, state and federal agencies denies application with a **reasonable cause**.

16. All the terms of this, Agreement is subject to modify by WCH any time at its sole discretion.

17. As part of WCH Credentialing Services, the Client agrees for one-year subscription to WCH monthly e-Newsletter, which contains healthcare and insurances news, feedbacks and other important healthcare related information. A yearly subscription fee of \$ 83.88 for WCH e-Newsletter will be added to the



first invoice. In the absence of written cancellation of the yearly subscription, the subscription is considered automatically extended for the next year.

18. In order to pass re-credentialing process in timely manner and maintain Client's active participation status in the networks within one state, the Clients will be provided with additional WCH "Annual Re-Credentialing" service within one (1) year free of charge.

This service includes:

- CAQH Profile maintenance and re-attestation in timely manner;
- Completion and submission of revalidation/re-credentialing applications;
- Responds to notes in regards to credentialing process;
- Verification of enrollment and submission of location updates during a year;
- Monitoring and tracking of professional certificates expiration dates;
- Live access to CredyApp Program. Program is available for any updates and results achieved in the scope of "Annual Re-Credentialing" service in favor of the Client.

During the service provision, WCH entitled to request all Client's necessary information required by insurance carriers, state and federal agencies

IN WITNESS WHEREOF, the Parties have hereunto set their hands and seals on the date first above written.

WCH SERVICE BUREAU, INC.

By: _____

By: _____

Client



WCH Service Bureau®

We Can Help

WCH Service Bureau, Inc
3047 Avenue U,
Brooklyn, NY 11229,
888-924-3973 tel.
347-371-9968 fax.
www.wchsb.com

Schedule A

Detailed Request for the Services to be done



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Schedule B
Plan of Credentialing



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**Schedule C
Payment Structure**



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Schedule D
Changes to Schedule A