DOC CREDENTIALING, LLC

FULFILLMENT POLICY

Effective Date: June 12, 2025

Policy Document:	Fulfillment Policy	**Effective Date:**	June 12, 2025
Company:	DOC Credentialing, LLC	**Currency:**	US Dollars (USD) only

1. INTRODUCTION

This Fulfillment Policy outlines DOC Credentialing, LLC's policies regarding service delivery, refunds, and cancellations for our credentialing and provider enrollment services. By engaging our services, you agree to the terms outlined in this policy.

2. SERVICE DELIVERY

2.1 Timeline Expectations

- Standard credentialing processes typically take **60–120 days** from submission. However; the timeline is not guaranteed.
- Expedited/urgent credentialing services are accepted and are based on a first-come, first-served basis.
- We do not guarantee specific completion timelines due to variables beyond our control (insurance payer processing times, provider response times, etc.).

2.2 Communication

- Regular updates will be provided via Incredable as specified in your Service Agreement.
- All communications will be sent to the contact information provided in your Practice Application.

3. REFUND POLICY

3.1 Service Fees

- Due to the nature of our credentialing services and immediate commencement of work upon agreement execution, **refunds are generally not available once services have begun**.
- Refunds may be considered on a case-by-case basis within **48 hours** of Service Agreement execution, provided no work has commenced.
- Compensation for our services is based on administrative efforts and is **non-refundable**, regardless of the payer's final determination.

3.2 Maintenance Plan Refunds

- Maintenance plans (Copper, Bronze, Silver, Gold) require a **12-month service agreement**.
- **No refunds are available** for maintenance plans.
- Unused administrative hours do not carry over and are non-refundable.

4. CANCELLATION POLICY

4.1 Service Cancellation

- Clients may request cancellation of non-maintenance plan services by providing **written notice to Admin@doccredentialing.org at least 30 days in advance**.
- Cancellation requests must include: client name, provider name(s), and reason for cancellation.
- Work completed up to the cancellation date will continue thereafter, at which point all work will cease.

4.2 Maintenance Plan Cancellation

- Maintenance plans may be cancelled with **30 days written notice**.
- Early termination of 12-month maintenance agreements may result in cancellation fees equivalent to **25% of the remaining contract value**.
- All administrative work will cease at the requested date of cancellation.

4.3 Provider-Initiated Delays

- If a provider fails to respond to requests for information or documentation within **30 days**, services may be suspended.
- Suspended services may be reactivated upon provider response and payment of any outstanding fees.
- Extended delays of **90 or more days** may result in automatic cancellation with fees assessed for work completed.

5. CIRCUMSTANCES BEYOND OUR CONTROL

5.1 Insurance Payer Issues

- DOC Credentialing is not responsible for delays or denials caused by insurance payer policies, system outages, or processing delays.
- No refunds will be issued for delays caused by factors outside our direct control.

5.2 Provider Documentation Issues

- Incomplete, inaccurate, or delayed provider documentation may result in processing delays.
- Additional fees may apply for resubmissions required due to provider documentation errors.

6. DISPUTE RESOLUTION

6.1 Initial Resolution

- All concerns should first be addressed directly with DOC Credentialing via Admin@doccredentialing.org or (406) 200-8551.
- We commit to responding to all concerns within **5 business days**.

6.2 Formal Disputes

- Formal disputes must be submitted in writing within **30 days** of the issue occurrence.
- Disputes will be reviewed and resolved within **10 business days** when possible.

7. EXCEPTIONS AND SPECIAL CIRCUMSTANCES

7.1 Service Failures

- If DOC Credentialing fails to provide contracted services due to our error or negligence, appropriate refunds or service credits may be issued.
- Liability is limited to the amount paid for the specific service in question.

7.2 Force Majeure

- DOC Credentialing is not liable for delays or cancellations due to circumstances beyond reasonable control, including but not limited to natural disasters, government actions, or other force majeure events.

8. PAYMENT AND LATE FEES

8.1 Payment Terms

- Payment is due upon Service Agreement execution unless otherwise specified.
- Accepted payment methods: Stax invoicing
- Late payments incur a **10% fee** after 7 days of no payment.

8.2 Outstanding Balances

- Services may be suspended for accounts with outstanding balances over **7 days**.
- Collection fees may be added to delinquent accounts.

9. MODIFICATIONS TO POLICY

DOC Credentialing reserves the right to modify this Fulfillment Policy at any time. Changes will be posted on our website at **https://www.doc-credentialing.org/**.

10. CONTACT INFORMATION

For questions regarding this Fulfillment Policy, or to request cancellations or refunds:

Company:	DOC Credentialing, LLC
Email:	Admin@doccredentialing.org

Phone:	(406) 200-8551
Fax:	(406) 296-7951
Website:	https://www.doc-credentialing.org/

This policy is effective as of June 12, 2025, and supersedes all previous fulfillment policies. All transactions are in US Dollars (USD).

DOC Credentialing, LLC · Admin@doccredentialing.org · (406) 200-8551 · www.doc-credentialing.org