



February 4, 2013

Bruce Thompson
Vice President
@ Credentials, Inc.
151 Farmington Avenue
Hartford, CT 06156

Dear Mr. Thompson:

This letter shall confirm @ **Credentials, Inc.**'s achievement of certification under NCQA's Credentials Verification Organization Certification Program for the following credentials elements:

- Application Processing
- Education and Training
- DEA Certification
- License to Practice
- CVO Application and Attestation Content
- Malpractice Claims History
- Medicare/Medicaid Sanctions
- Ongoing Monitoring of Sanctions
- Medical Board Sanctions
- Work History

Certification for these options is considered current and in good standing until **January 29, 2015** for managed care organization (MCO) practitioners, preferred provider organizations (PPO) practitioners, and managed behavioral healthcare (MBHO) practitioners.

The CVO certification program was developed to eliminate duplication of effort and redundant oversight in the delegation of credentials verification activities. The primary benefit of the program is that the requirements for due diligence oversight of delegated activities outlined in Credentialing standard 12 will be waived for each certification option for which the delegated CVO has achieved certification. CVOs that are certified have demonstrated that they provide the protections required by NCQA's standards, that they have developed a sound management structure, and that they monitor and are continually improving the quality of the services they deliver.

February 4, 2013

Page 2

There is no negative connotation associated with a CVO that has not achieved certification, or has not been surveyed, for all certification options. For those services that are certified, NCQA accredited/certified organizations are exempt from the requirements for oversight of delegated activities. Non-certified options will require oversight review in the same manner that would have been otherwise required of the NCQA accredited/certified organization under the NCQA Standards.

Congratulations on your achievement of certification for these options.

Sincerely,

A handwritten signature in black ink that reads "Shannon Alston". The signature is written in a cursive style with a long horizontal flourish at the end.

Shannon Alston
Director, Survey Management

Enclosures