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| **Figure 3.20** | **Request for Better Information** |
| *Applicant responses aren’t always sufficient for the credentialing process to continue. Use the following language to inform applicants when their responses to requests for more information still don’t answer all questions or include all of the information that was requested.*  [Date]  Dear [Name],  Thank you for your response to my letter dated [date], which requested [additional information]  [clarification of information]  in connection with your [physician/APP] application. However, upon reviewing your response, we have  determined that we still require further information and/or clarification of information.  I have attached a document to this letter that explains why your reply was deemed nonresponsive and specifies what information you must provide to adequately respond to our request. Please submit accurate, complete information in response to this inquiry at your earliest convenience. Your written response must be sent no later than [date].  We will resume processing your application once we receive a satisfactory reply from you. If we do not re- ceive a reply by the date noted above, your application will be considered voluntarily withdrawn and your file will be closed.  Thank you for your cooperation in this matter.  Sincerely,  [Name, title]  [Telephone number and email address]  Attachments/Enclosures: | |