



## **Council for Affordable Quality Healthcare, Inc. (CAQH®) Provider Credentialing and Recredentialing Frequently Asked Questions (FAQ)**

*This FAQ document will continue to be reviewed and updated frequently in order to provide the most current and pertinent information.*

### **Q: What is CAQH?**

- A.** The Council for Affordable Quality Healthcare (CAQH) is a nonprofit alliance of health plans and trade associations designed to simplify healthcare administration.

### **Q: What is the CAQH Universal Provider Datasource®?**

- A.** CAQH ProView™ (ProView) is an online provider data-collection service, or UPD. It streamlines provider data collection by using a standard electronic form that meets the needs of nearly every health plan, hospital and other healthcare organization. ProView enables physicians and other healthcare professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database, then authorize healthcare organizations to access that information. ProView eliminates redundant paperwork and reduces administrative burden.

### **Q: How do physicians and other healthcare professionals control who can access their information?**

- A.** In the third step to completing the UPD data-collection process, physicians and other healthcare professionals are required to indicate which participating health plans and healthcare organizations can access their data. Only organizations they authorize can access their information.

### **Q: Is there a cost associated with using CAQH?**

- A.** No. CAQH ProView service is available at no cost to participating providers.

### **Q: How do physicians and other healthcare professionals complete the CAQH ProView data collection process?**

- A.** Providers can complete the process in five simple steps:
- Register for CAQH ProView
  - Review and complete the online application
  - Authorize access to the information
  - Verify data entry and complete attestation
  - Submit supporting documentation



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**Please Note:** Providers are also required to submit a Disclosure of Ownership form directly to Beacon Health Options, Inc. (Beacon), formerly ValueOptions, Inc. (or upload to CAQH as a supplemental document via the “Documents” tab). The Disclosure of Ownership form can be downloaded from our website at: <http://www.valueoptions.com/providers/Credentialing.htm>.

### **Q: Does Beacon require network providers to use CAQH?**

**A.** No. CAQH participation is strongly recommended for Beacon providers, but is not a requirement at this time.

### **Q: Is CAQH a confidential and secure website? If so, who will have access to my data housed on CAQH?**

**A.** Confidentiality and security of information is a priority for CAQH. UPD is a secure central database. In addition, CAQH complies with applicable laws and regulations pertaining to confidentiality and security in development of the database and the data collection process. Only healthcare organizations authorized by the provider to access their information will have access to that information.

### **Q: Does the CAQH application comply with NCQA and other accrediting bodies?**

**A.** Yes. The CAQH application (UPD form) meets the data-collection requirements of URAC and the National Committee for Quality Assurance (NCQA).

### **Q: Can a provider use CAQH for state-mandated applications?**

**A.** Yes. In states where legislation has passed mandating the use of a standard credentialing application form (e.g., TX, TN, MD, CO), the data collected through CAQH and the ProView data collection process will include the data elements and/or form as is required by the state. In addition, there may be additional documents based on your state’s requirements. Please review <http://www.valueoptions.com/providers/Credentialing.htm> to see if your state has particular documents required for this purpose.

### **Q: How often should providers update their information on CAQH?**

**A.** As an NCQA accredited organization, Beacon adheres to the requirement to recredential



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our provider network every three years. CAQH participating providers will also receive automatic reminders to review and attest their data on ProView every 120 days.

**Q: Can facilities contracted with Beacon utilize CAQH to credential or recredential with Beacon?**

**A.** No. ProView can only be used by physicians and other healthcare professionals.

**Q: Can Groups contracted with Beacon utilize CAQH to credential or recredential with Beacon?**

**A.** Yes. Each individual practitioner would need to register for CAQH and authorize Beacon to access their CAQH application.

**Q: What if I recently submitted my completed Beacon recredentialing application? Is there anything further I need to do?**

**A.** No. You do not need to do anything further if your application was complete and all supporting documents were submitted.

NOTE: If you have a CAQH number and have not notified us, we would like to document that number in our system. Please contact the Beacon National Provider Services Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday – Friday to provide us your CAQH number.

**Q: I am a Beacon network provider and already registered with CAQH. What do I need to do?**

**A.** If you are already registered CAQH user and a Beacon network provider, you will need to give authorization to release your application to Beacon. Please approve the request and make your information available to Beacon for review. In addition, be sure your information and attestation within the UPD is updated and complete.

**Q: I am interested in joining the network and already registered with CAQH. How will I know when to complete a CAQH application?**

**A.** If you are interested in joining the Beacon network, you will first need to be nominated.



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Once the nomination process is completed, you will receive an email from CAQH asking you to authorize Beacon to view your application. Please approve the request and make your information available to Beacon for review. In addition, be sure your information and attestation within the UPD is updated and complete.

### **Q: I am currently a network provider and never used CAQH before. What should I do?**

- A.** If you are already a Beacon network provider and have never used CAQH, you will need to register with CAQH by doing one of the following:
- a. Complete registration here: <https://proview.caqh.org/PR/Registration>. Afterwards, call the Beacon National Provider Services Line at 800.397.1630 between 8 a.m. and 8 p.m. ET, Monday – Friday with your CAQH ID number.
  - b. Register for CAQH with assistance from one of our representatives by calling the Beacon Provider Services Line number listed above.

Once registered, you will receive a letter from CAQH with your password and ID. Log on, complete your application, upload any additional supporting documentation to the CAQH data center, and authorize Beacon to view your application.

Providers can also call the CAQH Help Desk at 888.599.1771 or email [providerhelp@proview.caqh.org](mailto:providerhelp@proview.caqh.org).

### **Q: With the CAQH ID, does Beacon retrieve the information from CAQH on behalf of the provider?**

- A.** Beacon can retrieve credentialing information from CAQH ProView once the provider has granted access for Beacon Health Options, formerly known as ValueOptions.

### **Q: If I am due for recredentialing in 2016 or a future date, do I need to return the completed Beacon recredentialing application or can I return an incomplete application with my CAQH ID?**

- A.** A participating provider can either place the CAQH ID on the paper recredentialing application or contact the Provider Services Line and provide the CAQH ID. However, before contacting the Beacon Provider Services Line, the provider must ensure all necessary documents have been submitted to CAQH and the attestation on CAQH is current – signed in the last 90 days.



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### **Q: I don't have internet access. How do I complete my CAQH application?**

- A.** Beacon encourages providers to complete the application online. If a paper application form is needed, please call the CAQH help desk at 888. 599.1771 in order to obtain a paper application.

### **CAQH Contact Information**

#### **Q: How do I contact CAQH with questions?**

- A.** You can email the CAQH Help Desk at [providerhelp@proview.caqh.org](mailto:providerhelp@proview.caqh.org) or call 888.599.1771.

#### **Q: How do I submit credentialing/recredentialing supporting documentation to CAQH?**

- A.** Supporting documents should be faxed toll-free to CAQH at 866.293.0414.

### **CAQH Resources**

#### **Q: Where can providers find additional information about CAQH?**

- A.** Additional information about CAQH can be found here:
- CAQH website – [www.caqh.org](http://www.caqh.org)
  - ProView User Guide – [www.caqh.org/ProView/PracticeManager-UserGuide.pdf](http://www.caqh.org/ProView/PracticeManager-UserGuide.pdf)