

PROVIDER EDUCATION SERIES

Presented by AzAHP and AHCCCS Health Plans

Session #4 CAQH



What is CAQH?

- ▶ Counsel of Affordable Quality Healthcare (CAQH)
 - ▶ National non-profit alliance of health plans and related associations working together
 - ▶ Shared goal of streamlining the business of healthcare
 - ▶ Reduces healthcare costs –especially administrative expenses
 - ▶ CAQH develops and implements shared, industry-wide initiatives by:
 - ▶ Eliminating long-term business inefficiencies,
 - ▶ Producing meaningful, concrete benefits for healthcare providers, health plans and patients



Web-based application

- To allow providers to self-report
- Share demographic and profession information

Used by more than 1.4 million providers

More than 900 participating health plans, hospitals health systems and provider groups

Eliminates duplicative paperwork



CAQH
ProView



Critical Priorities: Confidentiality & Security



Designed to be compliant with laws and regulation relating to the privacy of individually identifiable information



To protect and strengthen the information assets:

To protect and strengthen the information assets:

- information security policies,
- Standards
- Guidelines
- Processes
- Procedures
- Best practices



General Information



CAQH ProView solution is housed in secure datacenters



Multiple physical and electronic safeguards



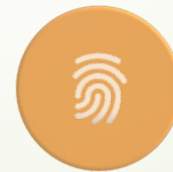
Secure internet access to application screens, use of passwords and certificates



Transport Layer Security (TLS) encrypts the data in transition



Content is also encrypted at rest and in backup to prevent unauthorized access

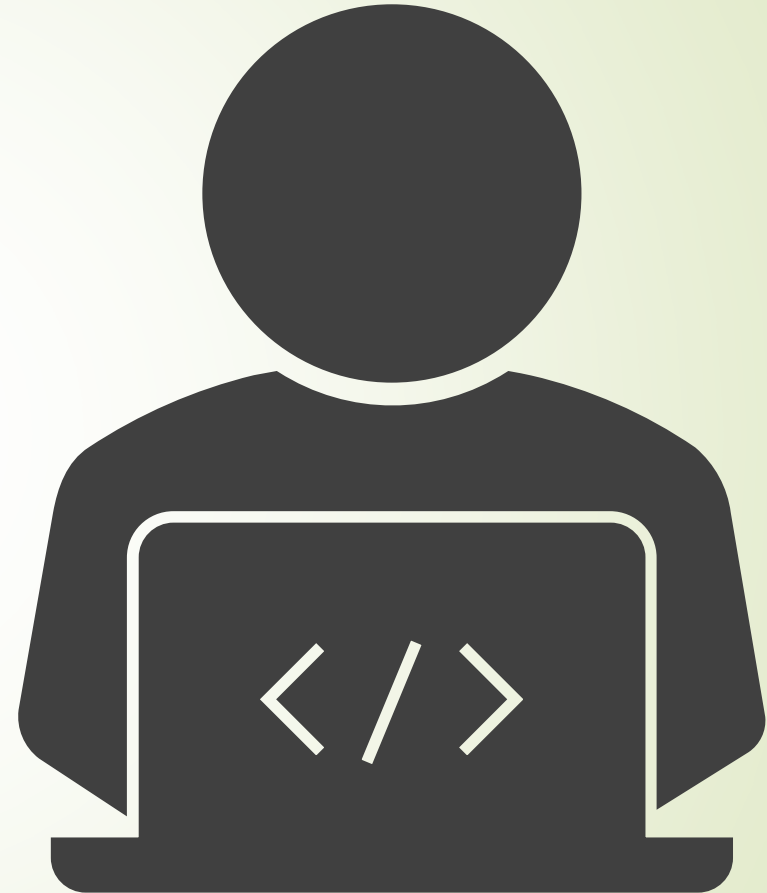


Virus detection mechanisms are used to help



More Information

- All AHCCCS Health Plans are required to utilize the CAQH web-based application
- There is no cost to the practitioner



Let's Get Started

- ProView can be accessed at: <https://proview.caqh.org/pr>
- Completing the initial CAQH ProView profile may take up to 2 hours
 - Adequately preparing will reduce the time required
 - Gather required documentation
 - Have appropriate dates of schooling, Board Certification, CMEs, previous employment, insurance, etc.
- CAQH ProView was designed to be compatible with most internet browsers
 - Recommend upgrading to the most current version of internet Explorer, Chrome or Safari
 - Using one of these browsers for the best performance



Let's Take a Look

- 1 Reference Materials
- 2 Dentists click here
- 3 Click on "Register Now"
- 4 Practice Manger Sign In

Welcome to the CAQH ProView application

CAQH Solutions | PROVIEW™

CAQH ProView™

Welcome to CAQH ProView™, formerly the Universal Provider Datasource®.

CAQH ProView is more than a credentialing database. Available at no cost to you, CAQH ProView eliminates duplicative paperwork with organizations that require your professional and practice information for claims administration, credentialing, directory services, and more.

Through an intuitive, profile-based design, you can easily enter and maintain your information for submission to your selected organizations. Help reduce inquiries for your administrative information and save even more time by keeping your CAQH ProView profile complete and up-to-date. Ensure that the healthcare organizations you authorize have instant access to accurate, timely information.

Sign in on the right to update your existing profile information or, if you are a new provider to CAQH ProView, register to create a profile.

SIGN IN

Username

[Forgot Username](#)

Password

[Forgot Password](#)

Remember me?

[Sign In](#)

FIRST TIME HERE?

1. Dentists: Sign in or register for the first time at the American Dental Association's portal. [Register on ADA](#)
2. If you received a welcome email, use the link in your email to begin the sign in process.
3. If you were not registered with CAQH UPD and are new to CAQH ProView: [Register Now](#)
4. [Practice Manager Sign In](#)
[Participating Organization Sign In](#)

1 CAQH ProView Reference Material

- [Provider Quick Reference Guide](#)
- [Dentist Quick Reference Guide](#)
- [Provider User Guide](#)
- [Video: Providers – Get Started with CAQH ProView](#)
- [Video: How to Log In for the First Time](#)
- [Video: I Forgot My Username/Password](#)
- [Video: How to Upload Documents in CAQH ProView](#)
- [Video: Required Field Changes Part 1](#)
- [Video: PLI Changes and Address Standardization](#)
- [Video: Specialties Section Changes and NPI Validation](#)
- [Video: Changes to Practice Locations Section](#)
- [Video: Changes to Hospital Affiliations Section](#)

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Registration

01

Download the Provider User Guide

02

Complete self-registration and submit

- CAQH ProView will email a CAQH Provider ID and a link to create a CAQH ProView account
- Create a new username and password
- Establish security question to facilitate account access

03

See pages 7-22 of the Provider User Guide

- Explains all registration, setting up ProView account, username and password information



Completing Profile Information

- 1 Click on "Profile Data" to begin
- 2 Profile Segments
- 3 Help

The screenshot displays the CAQH Solutions PROVIEW interface for user Cindy Mallare. The top navigation bar includes the CAQH Solutions logo, the word "PROVIEW", and utility links for "LIVE CHAT AVAILABLE Got questions?", "HELP", "CONTACT CAQH", and "SIGN OUT". The user's name and ID are shown in the top right. The main navigation menu has "HOME", "PROFILE DATA", "DOCUMENTS", "AUTHORIZE", and "REVIEW & ATTEST". The "PROFILE DATA" menu is open, showing options like "Personal Information", "Professional IDs", "Education", "Professional Training", "Specialties", "Practice Locations", "Hospital Affiliations", "Credentialing Contacts", "Professional Liability Insurance", "Employment Information", "Professional References", and "Disclosure". A "MESSAGE CENTER" section shows a "Data Expiration Notice (CAQH Provider ID: 3556541)". Below are sections for "SUPPORTING DOCUMENTS", "ATTESTATION HISTORY", and "AVAILABLE IMPORTS".

1

2

3

CAQH Solutions | PROVIEW

LIVE CHAT AVAILABLE Got questions?

HELP | CONTACT CAQH | SIGN OUT

Cindy Mallare
CAQH ID# 13556541

HOME | PROFILE DATA | DOCUMENTS | AUTHORIZE | REVIEW & ATTEST

Provider Status: Re-Attestation (3/22/2019)

Cindy Mallare

There are no messages to display

PRIMARY PRACTICE STATE: Massachusetts

Personal Information
Professional IDs
Education
Professional Training
Specialties
Practice Locations
Hospital Affiliations
Credentialing Contacts
Professional Liability Insurance
Employment Information
Professional References
Disclosure

Documents: Complete

MESSAGE CENTER

Data Expiration Notice (CAQH Provider ID: 3556541)

View All >

SUPPORTING DOCUMENTS

No supporting documents to display

Show more >

ATTESTATION HISTORY

Cindy Mallare 3/22/2019 11:09:25 AM
Last attestation on 3/22/2019
Cindy Mallare 3/22/2019 11:01:08 AM
Last attestation on 3/22/2019
Cindy Admin 8/1/2018 10:35:57 AM
Last attestation on 8/1/2018

Show more >

AVAILABLE IMPORTS

No imports to display

Show more >



Helpful Tips

- ▶ Begins on page 30 of the Provider User Guide
 - ▶ Required fields are indicated with a Red Asterisk *
 - ▶ Always use “Save and Go Back” or Save & Continue to save your information
 - ▶ Complete all Profile segments
- ▶ Don't forget, If you need assistance, click on the “?” link that is displayed on the right hand side of the screens



HOME PROFILE DATA DOCUMENTS REVIEW & ATTEST

Provider Status: Re-Attestation (10/23/2017) Profile Data: ✖ Incomplete Documents: ✖ Incomplete

1 You have made changes to your profile since your last attestation. You must attest for Participating Organizations to see your updated data.

Save

- + PERSONAL INFORMATION
- + PROFESSIONAL IDS
- + EDUCATION
- + PROFESSIONAL TRAINING
- + SPECIALTIES
- PRACTICE LOCATIONS
- HOSPITAL AFFILIATIONS
- CREDENTIALING CONTACTS**
- PROFESSIONAL LIABILITY INSURANCE
- EMPLOYMENT INFORMATION
- PROFESSIONAL REFERENCES
- DISCLOSURE

CREDENTIALING CONTACT Import

* Required fields are indicated with a red asterisk. All other fields are optional.

✖ Remove

First Name <input type="text" value="Ronald"/>	Middle Name <input type="text"/>	Last Name <input type="text" value="Montecillo"/>
Street 1 <input type="text" value="5 Dowsing Placw"/>		
Street 2 <input type="text"/>		
City <input type="text" value="Amityville"/>	State <input type="text" value="NY"/>	Zip Code <input type="text" value="10181-8101"/>
Country <input type="text" value="United States"/>	Province <input type="text"/>	
Phone Number <input type="text" value="898-888-8888"/>	Fax Number <input type="text"/>	Email Address <input type="text" value="ronald.montecillo@gmail.com"/>


Primary Credentialing Contact

Yes
 No



Credentialing Contact Segment





Professional Liability Insurance

- ▶ Professional Liability Insurance
 - ▶ Instructions are on page 108 through 123
 - ▶ Refer to AzAHP form for the insurance limits and specific language that is required
 - ▶ Please note: Upload your DEC sheet to CAQH but the sheet must also be submitted to the plans with the AzAHP Form



Disclosure Segment

- 1 Answer all disclosure questions
- 2 A Plan may ask for further information/explanation to any "Yes" answer

HOME PROFILE DATA ▾ DOCUMENTS AUTHORIZE **REVIEW & ATTEST**

Provider Status: Initial Profile Complete (3/22/2019) Profile Data: ✖ Incomplete Documents: ✔ Complete

! You have made changes to your profile since your last attestation. You must attest for Participating Organizations to see your updated data.

Save

- PERSONAL INFORMATION
- PROFESSIONAL IDS
- EDUCATION
- PROFESSIONAL TRAINING
- SPECIALTIES
- PRACTICE LOCATIONS
- HOSPITAL AFFILIATIONS
- CREDENTIALING CONTACTS
- PROFESSIONAL LIABILITY INSURANCE
- EMPLOYMENT INFORMATION
- PROFESSIONAL REFERENCES
- DISCLOSURE**

MA CAQH **DISCLOSURE OF OWNERSHIP**

DISCLOSURE

* Required fields are indicated with a red asterisk. All other fields are optional.

You are required to enter malpractice case history information if applicable. Click the "Add" button to enter a malpractice case history record.

Questions regarding licensure and prescriptive privileges:

1. ****Have any disciplinary actions been threatened, initiated or are any pending against you by a state licensure board?**
 Yes
 No

**Please refer to definition of disciplinary action.

2. *** Has your license to practice in any state ever been denied, limited, suspended or revoked, diminished, not renewed, relinquished (whether voluntarily or involuntarily) or are any proceedings currently pending which may result in any such action?**
 Yes
 No





Authorization Section

Authorizations—instructions on page 133

- This section allows you to indicate which healthcare organizations you would like to authorize release of your profile information
- You can indicate a global authorization, which is recommended by CAQH, which allows access to your data profile to all healthcare organizations that indicate to CAQH that you are an affiliated provider or am in the process of becoming an affiliated provider
- See next slide for screen shot



HOME PROFILE DATA DOCUMENTS AUTHORIZE REVIEW & ATTEST

Provider Status: Initial Profile Complete (3/22/2019) Profile Data: ● Incomplete Documents: ✔ Complete

! You have made changes to your profile since your last attestation. You must attest for Participating Organizations to see your updated data.

AUTHORIZATION SETTING

ORGANIZATIONS

AUTHORIZATION SETTING

Healthcare organizations using CAQH ProView require your authorization to access your self-reported and attested information to conduct processes, such as, credentialing, provider directory updates and claims processing. By selecting one of the authorization options below, you are granting these organizations access to your self-reported and attested information.

When a healthcare organization subscribes to your data, should CAQH automatically authorize access?

Yes. Release my data to any organization that requests access.
RECOMMENDED

No. Ask me to review each organization's request.

* I hereby authorize the release of my full set of CAQH ProView self-reported information as indicated above.

SAVE

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Authorization Setting



Review your Data

- Chapter 5 discusses reviewing your data
- Once you have completed your data profile, select **“Review and Attest”** from the top navigation bar





Review your Data

- ▶ On the Review Screen, you can access specific areas for review of your data
 - ▶ View Errors
 - ▶ View Documents
 - ▶ View Your Data Summary



Correct Error Screen

① View required fixes

② View documents

The screenshot shows a web application interface with a navigation bar at the top containing links for HOME, PROFILE DATA, DOCUMENTS, AUTHORIZE, and a prominent REVIEW & ATTEST button. Below the navigation bar, the user's status is displayed: Provider Status: Initial Profile Complete (3/22/2019), Profile Data: Incomplete (with a red error icon), and Documents: Complete (with a green checkmark icon). A yellow banner with an information icon states: "You have made changes to your profile since your last attestation. You must attest for Participating Organizations to see your updated data." The main content area features a heading "You have a few errors to fix before attesting." followed by the instruction "Click below to review incorrect or missing information in your application and supporting documents." Two large white boxes with rounded corners present the error details. The first box, titled "Application Data", indicates "The system identified errors in your application." and lists "4 required fixes" and "0 suggested fixes". It includes a red button labeled "View Errors" with a circled "1" icon. The second box, titled "Supporting Documents", shows "0 missing documents" and "0 expired documents", with a red button labeled "View Documents" and a circled "2" icon. At the bottom of the page, there are two icons: a clipboard icon labeled "View Your Data Summary" and a document icon with a signature labeled "Download Your State Application".

HOME PROFILE DATA DOCUMENTS AUTHORIZE REVIEW & ATTEST

Provider Status: Initial Profile Complete (3/22/2019) Profile Data: ✖ Incomplete Documents: ✔ Complete

i You have made changes to your profile since your last attestation. You must attest for Participating Organizations to see your updated data.

You have a few errors to fix before attesting.

Click below to review incorrect or missing information in your application and supporting documents.

Application Data

The system identified errors in your application.

4 required fixes
0 suggested fixes

1 View Errors

Supporting Documents

0 missing documents
0 expired documents

2 View Documents

View Your Data Summary Download Your State Application



Uploading Supporting Documents

See Chapter 6 for discussion supportive documents begins on page139

- Scan and save your document and make sure the document is in PDF, TIF, JPG or JPEG format
 - Click on Documents link on the top navigation menu to go to the Documents section. Any missing documents will be shown
- Be sure to select the appropriate document name or document type when uploading documents.
- Each document must be uploaded separately
- A list of examples of supporting document may include:
 - W-9
 - DEA Certificate
 - State medical license(s)
 - Board Certification
 - CME Certifications
 - Developmental Screening Certification/Training
 - Malpractice insurance policy face sheet (Dec sheet)
 - A signed Authorization, Attestation and Release form



Provider Status: Re-Attestation (10/14/2015)


Profile Data: Complete

Documents: Complete

DOCUMENTS

The documents that support your CAQH ProView profile are listed below

- Required documents are indicated with a red *
- Highlighted rows require your attention.
- Please upload one document into each slot. Make sure that the document you upload corresponds to the document type listed in the Document Name column.

For more information click the 

* Required

LIST OF DOCUMENTS

Document Name	State	Uploaded Date	Expiration Date	Status	Document Actions
* Application Release		06/10/2015		Approved	Delete
Certificates of Completion (Med School, Internship etc.)		09/13/2012		Approved	Delete Replace
* DEA		11/03/2014		Approved	Delete Replace
* Professional Liability Insurance		02/19/2015		Approved	Delete Replace
State License		05/21/2015	03/31/2016	Approved	Delete Replace
State Release		02/19/2015		Approved	Delete Replace
W-9		05/19/2012		Approved	Delete Replace
Select document type <input type="checkbox"/>	Upload any document you want to add to your list. This is an optional section.				Upload

Supporting Documents





Authorization, Attestation and Release Form (AAR)



Sign the form and indicate the date it was signed.
NOTE: the signature on the initial AAR form should be a **wet signature**. Stamped or electronic signatures will NOT be accepted.



A signed AAR form must be submitted within 120 days from the signature date. If the AAR form's signature date is greater than 120 days, it will NOT be accepted by CAQH.



Upload the form to CAQH ProView



Attestation

- ▶ Chapter 8 covers completing your Attestation
 - ▶ This section covers the process of submitting your attestation
 - ▶ Required to complete your data profile.
 - ▶ Allows you to make a final review of your information and attest to its accuracy.
 - ▶ Reviewing your data was covered earlier in Chapter 5 Review Your Data



CAQH Acceptance of Documents

- ▶ CAQH will review all submitted supporting documents for accuracy within approximately 48 hours of submission. A document may fail for the following reasons:
 - ▶ Illegible
 - ▶ Not compliant
 - ▶ Ineligible
- ▶ A confirmation email will be sent after all documents have been received and approved
- ▶ Any signed supporting documents must be submitted within 120 days of the signature date. If a supporting document's signature date is greater than 120 days, it will not be accepted by CAQH



Re-Attestation

- Re-attestation is required every **120 days** in CAQH ProView
 - Ensures your data is maintained and accurate
- Re-attestation reminder emails for CAQH will be sent as follows;
 - 15 days prior to expiration,
 - 10 days prior to expiration
 - 5 days prior to expiration
- If no re-attestation has occurred, a provider will be put in "Expired" status on the day after the re-attestation was due
- The following notices will be sent;
 - Day after placed in expired status,
 - 14 days after expired,
 - 28 days after expired
 - 42 days after expired as a final notice
- Please refer to Chapter 8 page 150 for more information



Importing Data from the Practice Manager Module

- ▶ **Information regarding this subject can be found in Chapter 7**
- ▶ Topic will not be covered in any of these sessions
 - ▶ If your practice has an office manager or clinic administrator who assists with gathering information for credentialing or other administrative purposes for multiple providers, the CAQH ProView Practice Manager Module may facilitate your data entry process. Please refer to Chapter 7 and the Practice Manager Module





CAQH ProView Support Center Information



CAQH Provider Help Desk:

Chat: <https://proview.caqh.org/PR/>

Chat Hours:

- Monday – Friday: 8:30 AM to 6:30 PM (EST)



Phone Number: 1-888-599-1771

Phone Hours:

- Monday – Thursday: 7 AM – 9 PM (EST)
- Friday: 7 AM – 7 PM (EST)



Thank you

- ▶ If you have additional general questions, please go to www.azahp.org, click on AzAHP Credentialing Alliance and click on “Ask Pat”.
 - ▶ Please note, I cannot answer specific questions regarding your credentialing status with any plan.
- ▶ AzAHP wishes to thank all the AHCCCS Health Plans for their assistance in developing the Provider Education Series.

