

Credentialing News for Providers and Practice Managers

CAQH, the online tool for collection of BCBSMT provider credentialing information, is launching the next generation of the Universal Provider Datasource (UPD), now called CAQH ProView. During the transition from the UPD to CAQH ProView, **the system will be unavailable from 6 p.m. (MT), Tuesday, Feb. 17, through Monday morning, Feb. 23.** Please plan accordingly, as you will not be able to enter credentialing information during this timeframe.

What You Can Do Now to Prepare

To prepare and ease the transition, there are two action items you will need to complete prior to the scheduled UPD downtime. First, ensure your UPD application is complete. All completed UPD applications will automatically migrate into CAQH ProView. An application is complete when information is entered into required fields and the provider attests to the data. A complete application will migrate into the CAQH ProView even if the attested information is expired. If your application is currently *incomplete* (e.g. required fields are not complete, the application is started but not attested to) log into the UPD and complete the required information and your attestation. Second, CAQH ProView requires an email address for all users. If CAQH does not have an email address for your practice on file, please enter one now in your current CAQH account to ensure you receive all updates and information about the transition to CAQH ProView.

To enter an email address:

1. Log in to your CAQH UPD account
2. Click on “Edit Account”
3. Enter a valid email address for you or your practice manager
4. Change your “Contact Method” from FAX to Email

What is Changing?

A range of new features will make it easier to make updates, reducing the time and resources necessary to submit information. Providers and Practice Managers will be able to easily submit information through a more intuitive profile-based design. CAQH ProView’s new features allow users to:

- Complete and attest to multiple states’ credentialing applications in one intelligent workflow design
- Upload scanned copies of supporting documents directly into CAQH ProView to eliminate the need to fax or email the documents and will improve the timeliness of completed applications. CAQH will review all supporting documents for accuracy within approximately 48 hours of submission
- Review and approve Practice Manager information before data is imported
- Use more focused prompts and real-time validation to protect against delays in data processing
- Self-register with the system before a health plan initiates the application process

- If you forget your password in the future, you will not need to call the help desk to reset your password.
- Simplification of data entry and upload process for Practice Managers. The Practice Manager Module will feature a new “bulk upload” to enter and maintain information for multiple providers at one time through a single process.
- Practice Managers will have the ability to export additional provider profile data.
- Practice Managers will have access to detailed activity log and export history, as well as the corresponding provider activity.
- Practice Managers will have the ability to establish one main Practice Manager Module account with multiple uses.

What to Expect

Just like the UPD, CAQH ProView is available to providers free of charge.

If you have not entered an e-mail address prior to the transition to CAQH ProView, you will be prompted to add one when you login for the first time.

After the transition, the first time you log into CAQH ProView you will be prompted to update your username and reset your password.

Training and Assistance

Training Resources will include a quick reference guide, getting started video, and user manual. CAQH will notify providers when training materials are available. Webinars will also be provided on the new features. Dates and times will be scheduled after the transition is complete.

CAQH has established a CAQH ProView Provider Transition Support Center to help providers and practice managers with the transition. If you need assistance completing your application or have any questions, please email proview@caqh.org or call 844-259-5347

Book mark this link and check back periodically to stay informed about CAQH ProView over the coming months. <http://www.caqh.org/ProView-Provider-Overview.php>