CAQH Provider Data: How it is Used at CareFirst

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Leveraging CAQH Provider Data
• CAQH data is used enterprise wide.

• 71% of CareFirst’s providers submit using CAQH.

• Providers are encouraged to utilize CAQH when applying for participation.

• Reduces duplicate paperwork and promotes data efficiency.
CAQH Data is Used Throughout CareFirst...

**Credentialing & Recredentialing**
- Provider Credentialing Data
- Regulatory/Oversight
  - NCQA, Comar, HEDIS

**Networks Management**
- Network Accessibility
- Contracting
- Provider Communications & Mailings

**Operations**
- Claims Payment
- PCP Enrollment
- Member & Provider Inquiries
- Referrals

**Provider Directories**
- Hard Copy Directories
- Online Directories

**Reporting**
- Marketing
- RFP Process
- BCBSA Reports
- GeoAccess
CAQH Data: Future State (Automated Process)

• Initial: Provider System calls and retrieves provider data from UPD. Data will be loaded into Provider Database.

• Updates provider roster with provider changes and other provider demographic changes.

• Re-credentialing: Provider System retrieves provider data when re-credentialing is due and loads into Provider Database.

• System processes will be integrated into existing workflows to drive data gathering.
Questions?