

CAQH FACTS

CAQH Universal Credentialing Datasource®

Over 565,000 Providers Now Registered in UCD, 10,000 Added Each Month

Overview

The CAQH Universal Credentialing Datasource® (UCD) is achieving its vision of simplified credentialing by reducing paperwork and millions of dollars of annual administrative costs for more than 565,000 providers and over 350 health plans (including all national and many Blue Cross Blue Shield health plans) and networks across the United States.

Launched in 2002 by CAQH, UCD lets registered physicians and other health professionals in all 50 states and the District of Columbia to enter their credentialing information free of charge into a single, uniform online application that meets the credentialing needs of health plans, hospitals and other healthcare organizations. Approximately 10,000 – 12,000 new providers begin using the service each month.

The UCD application meets all related URAC, National Committee for Quality Assurance and Joint Commission on Accreditation of Healthcare Organizations standards.

The provider data-collection service streamlines the initial application and re-credentialing processes, reduces provider administrative burdens and costs, and offers health plans and networks real-time access to reliable provider information for claims processing, quality assurance and member services, such as directories and referrals.

UCD's newest feature, SanctionsTrack™, quickly identifies providers with sanctions and/or disciplinary actions through daily updates drawn from all state licensing boards, the Office of Inspector General, Office of Personnel Management and Medicare/Medicaid sources -- more than 400 in all.

State Support: Indiana, Kansas, Kentucky, Louisiana, Maryland, New Jersey, Rhode Island, Tennessee, Vermont and the District of Columbia have adopted the CAQH Standard Provider Credentialing application as their mandated or designated provider credentialing form. Additional states are expected to mandate, support and/or adopt the CAQH application in 2008. In addition, several state Medicaid agencies are exploring participating in UCD.

Industry Support: UCD is supported by America's Health Insurance Plans, the American Academy of Family Physicians, the American College of Physicians, the American Health Information Management Association, the American Medical Association, the Healthcare Administrative Simplification Coalition, the Medical Group Management Association and other provider organizations. In addition, the

Vermont Hospital Association, with 13 members, recently adopted UCD as its recommended process for provider data collection in that state.

Measures of Success

Providers: Based on figures from a Medical Group Management Association cost analysis, CAQH estimates that UCD is effectively reducing provider administrative costs by more than \$80 million per year or 2 million man-hours (the equivalent of 1,300 full-time employees) – the amount of time required to complete and send the application forms. UCD has eliminated more than 2.1 million legacy credentialing applications to date.

Health Plans: Participating health plans have reported the following efficiencies by using the service:

- Decreased average processing turnaround time by 8-10 days
- Reduced frequency of returned provider correspondence due to poor address quality by 80-85 percent
- Near elimination (97 percent) of new provider initial credentialing packet mailings
- Reduced legacy re-credentialing mailings by 15,000 units (\$5-8 each)
- Reduced sanctions monitoring resources by 56 percent
- Real-time updating of provider directories
- Facilitated implementation of NPI
- Reallocated legacy paper credentialing application storage space
- Assisted with overlap analysis when merging different networks

Data Integrity: Providers that have completed the UCD application keep their data current by interacting with the UCD on a regular basis – attesting every 120 days. From Jan. 2006 through Aug. 2007 (five re-attestation periods):

- 383,911 unique providers attested or re-attested through UCD
- 1,798,729 unique attestation events were conducted through UCD – 4.7 attestations per provider
- 1,100,031 (61%) of the re-attestations were accompanied by a data change

Future Enhancements and Directions: CAQH is reviewing the following new features to UCD:

- Type 2 (group) NPI number capture
- Improved Practice Administrator module to further streamline data entry
- NTIS auto feed to eliminate need for DEA registration document imaging
- “Pushed” alerts when provider documents are about to expire
- Data import capability for provider groups to bulk download provider data into UCD

- Provider opt-in module to allow interested providers to participate in different initiatives and programs
- Work with CMS to allow UCD data to update 855 form

About CAQH

CAQH solutions help promote quality interactions between plans, providers and other stakeholders, reduce costs and frustrations associated with healthcare administration, facilitate administrative healthcare information exchange and encourage administrative and clinical data integration. Visit www.caqh.org or call (202) 861-1492 for more information.