



PROVIEW™

CAQH ProView

Practice Manager and Provider Frequently Asked Questions

*Questions related to the CAQH ProView Practice Manager Module begin on page 2.

*Questions on the CAQH ProView system for providers begin on page 6.

Question	Answer
CAQH ProView Practice Manager Module – Getting Started Questions	
1. What is the purpose of the CAQH ProView Practice Manager Module?	<p>CAQH ProView’s Practice Manager Module allows practice managers to enter data one time for multiple providers. The data can then be exported to the individual provider data profiles.</p> <p>Access the Practice Manager Module quick reference guide, getting started video and more resources here: https://www.caqh.org/solutions/caqh-proview.</p>
2. Can the Security Questions be changed?	<p>At this time the security questions cannot be changed. However, CAQH is reviewing this current set-up, so that users can change the security questions in the future.</p>
CAQH ProView Practice Manager Module – Managing Users	
3. What is the difference between Basic User and Admin User? Can there be more than one Admin?	<p>The only difference between Admin Users and Basic Users are that Admin Users have the ability to edit users via the “Manage Users” screen of the Practice Manager account.</p> <p>There can be more than one Admin User and more than one Basic User within a single Practice Manager account.</p>
4. How do you delete users from a Practice Manager account?	<p>At this time, users within the Practice Manager Module cannot be deleted. However, an Admin User can mark the user’s status as “Suspended” via the “Edit User” screen within the “Manage User” section.</p>

Question	Answer
CAQH ProView Practice Manager Module – Setting Up Large Practice Groups Across Multiple States	
<p>5. How should a group with multiple TINS and practices set-up their practice manager account?</p>	<p>You can use one account for multiple groups with multiple TINS if you prefer. Within your account you can set up different groups with different states. You can do this in the Manage Practice section. Add a different "Practice" for each group.</p> <p>In order to drive any required state specific application questions, you must create a different "Practice" for each different state.</p>
<p>6. What is Bulk Upload?</p>	<p>Bulk Upload is a functionality offered through the CAQH ProView Practice Manager Module. Its purpose is to assist large practices with the data entry process for multiple providers. Practices can upload a data file, in the required file format specifications, to be processed by CAQH and automatically exported to the individual provider data profiles. The information will then be available for import within each individual provider profile. More information on the Bulk Upload function is available on the Resources page within the Practice Manager Module.</p> <p>Note: CAQH is reviewing the bulk upload functionality to ensure this feature meets expectations. Requests to use bulk upload will be processed once the function is fully functional.</p>
CAQH ProView Practice Manager Module – Exporting Data	
<p>7. How does the export/import process work? Where does the data go when exported?</p>	<p>A Practice Manager can export information for multiple providers to the individual provider data profiles. The exported information is then available to the providers to be imported within their data profile. There is an "Import" button that becomes activated within the section of the available data for import. A provider can either choose to accept or reject the data that is available for import. Once the data is imported, the data can be edited before the provider saves and attests to the information.</p>

Question	Answer
8. If the Practice Manager made a data entry mistake after exporting data is the Practice Manager able to recall or rescind information already exported?	No, once data is exported to a provider data profile, a Practice Manager cannot recall the data. However, a provider is able to review the data before choosing to either reject or accept the available data for import.
9. If a Practice Manager exports information to a provider and the provider imports it, will future updates made to that information within the Practice Manager Module automatically update the provider’s data profile?	No, any new updates entered within the Practice Manager Module needs to be exported again to the provider. The provider then needs to import the updated data and complete attestation so that the data updates are available to any authorized health plans.
CAQH ProView Practice Manager Module – Adding New Providers	
10. Can a practice manager add providers to CAQH ProView, or does the health plan have to register them first?	Providers can self-register with CAQH ProView by clicking on “Register” on the CAQH ProView login page: https://proview.caqh.org . By self-registering with the system, a provider will obtain a CAQH Provider ID number.
11. When I have a new provider, can I use the information I have previously entered in the Practice Manager Module to assist with completing the new provider’s data profile?	Yes, you can add the new provider to your “Provider List” and then export any of your saved data within the Practice Manager Module to the new provider’s data profile. Data sections that can be exported to multiple providers include the Credentialing Contact, Professional Liability Insurance, Practice Location, and Hospital Affiliation sections.
12. I need to add a provider to my Practice List within the Practice Manager Module and I cannot find the provider via the provider search.	It is possible the provider has not yet registered with CAQH ProView. The provider can self-register with CAQH ProView by clicking on “Register” on the CAQH ProView login page: https://proview.caqh.org .

Question	Answer
CAQH ProView Practice Manager Module – General Questions	
13. Will practice managers be able to upload a provider’s supporting documents using the Practice Manager Module?	No. All supporting documents will need to be uploaded within the individual provider’s data profile.
14. Can the practice manager attest on behalf of the provider within the Practice Manager Module?	No, the practice manager can enter data into the Practice Manager Module and export that data to a provider’s data profile, but cannot complete the attestation for the provider in this module. Attestations must be completed within the individual provider accounts.

Question	Answer
CAQH ProView – for Providers: General Questions	
1. Can the Security Questions be changed?	At this time the security questions cannot be changed. CAQH is reviewing this current set-up however, so that users can change the security questions in the future.
2. Can a provider self-register with the system?	Providers can self-register with CAQH ProView by clicking on “Register” on the CAQH ProView login page: https://proview.caqh.org . By self-registering with the system, a provider will obtain a CAQH Provider ID number.
3. How can I obtain a CAQH Provider ID number?	CAQH ProView generates CAQH Provider ID numbers either when a new provider is submitted on an organization’s roster or when a provider self-registers with the system.
CAQH ProView – for Providers: Questions on Navigating the System	
4. Where do I access the “Authorization” screen to edit the organizations that can view my data?	The “Authorization” page is located in Account Settings. Click on the gear icon in the upper right corner of the page. Select the “Authorization” item from the menu.
5. Why does CAQH ProView ask if I will authorize release of a more limited set of my data to organizations with which I am NOT affiliated?	<p>Organizations need data for providers who are not affiliated or participating in their network in order to pay out-of-network claims. For example, if a health plan would like to verify a non-participating provider’s address before they submit payment for the claim.</p> <p>Within CAQH ProView, providers have the option to either grant global authorization to all health plans who indicate the provider is not affiliated or to select the individual plans who have indicated the provider is not affiliated. By selecting the latter option, the provider will be able to view which health plans have asked to view a limited set of their data and can grant access via line item authorization.</p>
6. Is there a way to delete a primary practice location once it has been entered and saved?	Yes, navigate to the Practice Locations tab in the provider view. Identify the primary practice location record. Select the Archive link for the record you wish to delete. The entire practice location record will be archived.

Question	Answer
7. What do the red asterisks mean next to some fields? Why do some required fields not present until I get to the “Review” section?	<p>The red asterisk represents required fields. If there is no red asterisk, the field is not required.</p> <p>CAQH ProView will allow you to go from page to page without entering all of the data until you reach the “Review” page. At the time, any outstanding required fields need to be completed before attestation can be completed.</p>
8. In date fields, the calendar only shows the current year. How do you get to previous dates or extended dates?	On the calendar widget, click on the year. When you click on the Month and Year, the display will change to Year only. The arrows on either side of the year will allow you to select a year in the past or a year in the future.
9. What does the “Import” button do?	<p>Practice managers can enter data that is common for multiple providers into the Practice Manager Module and then share that data with their providers to ease the data entry process.</p> <p>The Import button will be blue if there is no information to import. It will be red if there is information to import. By clicking on the “Import” button, you will see the data available to you and can either choose to accept or reject the data.</p>
CAQH ProView – for Providers: Questions on Specific Data Profile Questions	
10. Why does the system present a suggested fix for DEA, NPI and/or license number when the number entered is in fact correct?	<p>CAQH is currently researching these suggested fixes to ensure the data validation is working correctly.</p> <p>Please check that the information is correct to the best of your knowledge and continue to the next step in completing your data profile. Suggested fixes will not prevent you from completing your data profile.</p>
11. Why does CAQH still collect UPIN?	UPIN is included in CAQH ProView at the request of some health plans that use UPIN to link data within their internal systems.
12. What is the purpose of the Disclosure of Ownership section?	CAQH ProView includes a new group of questions within the Disclosure section. These questions are related to disclosing any ownership or financial interests related to the location a provider practices. These questions are optional; however, many health plans do require this information during the credentialing process.

Question	Answer
	If you fill this section out, the Disclosure of Ownership document will appear as required/missing on the Documents section. You are not required to upload a copy of the Disclosure of Ownership document.
13. Is there an end date for a practice location?	Practice location information should be filled out for locations in which you are currently practicing. If you have a practice location in your profile that you are no longer practicing in, please change the answer to the question: <i>“Do you practice at this location?”</i> from Yes to No. You will be prompted to confirm and indicate the reason for the change. You will also be required to enter the End Date. This record will automatically be archived. You may also add an entry to the Employment Information section for this record.
14. If we have an interpreter service line that offers all languages, should we check off all languages, or just leave it blank?	You should select all of the languages.
15. Can the primary email for a provider’s account be the office credentialing contact?	Primary Method of Contact email can be a credentialing contact. The primary email is where the username and link to change the password of the account are sent in case of a retrieve username or reset password.
CAQH ProView – for Providers: Submitting Supporting Documents	
16. How long does it take for CAQH to review uploaded documents?	CAQH will review all supporting documents for accuracy upon submission to confirm the document type, to ensure the effective date is valid, and to verify a wet signature is present on the initial attestation form for new providers. This review is completed within approximately 2 days.
17. Can you remove a document once you have uploaded it?	If you upload a document and wish to delete it, you can do that on the Documents screen.
18. How often does a provider need to physically sign the attestation release form?	A provider only needs to submit a signed attestation release form during the first attestation process. The provider can complete all further re-attestations on the system. No additional signed copies are necessary.
19. I tried to fax my insurance certificate and that fax number doesn't work anymore. Is there a new fax number?	CAQH ProView no longer supports faxing of supporting documents. Documents can now be uploaded directly into the system via the “Documents” tab. This is a more efficient and secure method of document submission.