Provider Quick Reference Guide

CAQH Solutions® | **PROVIEW™**

CAQH ProView — the next generation Universal Provider Datasource® (UPD) — is the premier industry solution for healthcare providers to easily self-report data required by health plans, hospitals and other organizations. This information is used for credentialing, claims processing, quality assurance, member services, emergency response and more.

Easy to use, CAQH ProView eliminates the need to complete multiple, lengthy paper forms. Information is submitted securely electronically and only once. Providers can spend less time filling out forms and more time caring for patients. Available in all 50 states and the District of Columbia, CAQH ProView is free to providers.

CAQH ProView — The new industry standard for provider data collection

— Fully electronic solution saves time and eliminates the need for redundant, time-consuming paper forms and faxes.
— Simplifies provider data collection by only prompting to enter the data required for the state(s) where a provider practices.
— The CAQH ProView data set meets the data collection requirements of URAC, the National Committee for Quality Assurance (NCQA) and Joint Commission standards.
— CAQH ProView is supported by America's Health Insurance Plans, American Academy of Family Physicians, American College of Physicians, American Health Information Management Association, American Medical Association, and Medical Group Management Association.

Benefits to Providers

— Free service to providers.
— Easy to use.
— Enter, submit and store all data electronically.
— Eliminates the need for time-consuming paper forms.
— Enhanced security features help you maintain total control of your information.
— Re-attest in minutes.
— Updated information is immediately available to organizations authorized by the provider.

What You'll Need to Get Started

If you are a new user, you will need several pieces of information before getting started.

— CAQH-supplied Provider ID Number
— Previously completed credentialing application if available (for reference)
— List of all previous and current practice locations
— Identification numbers, such as UPIN, Medicare, Medicaid and National Provider Identifier (NPI)
— Electronic (scanned) copies of your:
    • Curriculum Vitae
    • Medical License
    • DEA Certificate
    • CDS Certificate
    • IRS Form W-9
    • Malpractice Insurance Face Sheet
    • Summary of any pending or settled malpractice cases

Using CAQH ProView

Follow the steps below to complete the CAQH ProView process.

The menu prompts in CAQH ProView take you through each step; click the "Save & Continue" button at the bottom of each page to go to the next page. Each step specifies instructions for "New Users" who are using CAQH ProView for the first time or "Current Users" who previously accessed the UPD.

New Users

Providers using the solution for the first time should allow approximately two hours to complete the process. You can also complete the process over several sessions. Click the "Save & Continue" button to save your information if you leave the application or will not be using it for an hour or more. When returning, you must log in and select the section you wish to work on.

STEP ONE	STEP TWO	STEP THREE
Register with CAQH ProView	**Complete the Application and Review Data**	**Authorize Access to Your Information**
If you have been invited to join CAQH ProView by a health plan, hospital or other participating organization, you may have received a welcome letter with your CAQH Provider ID Number. As a new user, you also have the option to self-register through the CAQH ProView Provider portal: https://proview.caqh.org/pr. Upon completion of the self-registration process, you will receive a welcome email with your unique CAQH Provider ID Number. Once you have received your CAQH Provider ID Number, follow the next steps to complete your registration:	1. Select "Manage Information" from the top navigation bar. 2. Enter the requested information within each section. — Use "Go to previous section" or "Save & Continue" to page forward or backward within your application. — It's important to click on the "Save & Continue" button to save your information. If you close the browser without clicking "Save & Continue," you will lose your information.	Only you can authorize who has access to your information. For new CAQH ProView users, access the "Authorize" page from the left navigation. 1. On the "Authorize" page, you have two options to select which listed organization(s)** you would like to receive your information: — "All healthcare organizations that indicate I am an affiliated provider or am in the process of becoming an affiliated provider."
1. Go online to https://proview.caqh.org/pr 2. Click "Register." 3. Enter CAQH Provider ID Number. 4. Enter your authentication data (e.g., SSN, DOB, etc.). 5. Create username and password. 6. Choose and answer three security questions. 7. Acknowledge the Terms of Service.	3. Select "Review" to review your profile and to make any required fixes to your information. During "Review" you can do any of the following: — Select "Correct Errors" to view both required and suggested fixes. — Required fixes are items that must be fixed to complete your profile. — Suggested fixes are items that appear irregular or inconsistent within your profile information. — Select "View Documents" to view the status of all uploaded supporting documents, as well as any missing or expired documents. — Double-click on the image in "Review Data Summary" to review a summary of your profile information. — Generate a replica of a state-specific application by selecting the state and double-clicking the image to view. 4. Proceed to STEP THREE to authorize access to your information.	-OR- — "Only the healthcare organizations that indicate I am an affiliated provider or am in the process of becoming an affiliated provider, and I specify below:" 2. Select one and click "Save" to proceed to the next step in the process. 3. Proceed to "Next Steps — All Users" on the next page. **If a Participating Organization you wish to authorize does not appear, please contact that organization and ask to be added to their provider roster.

Current UPD Users

STEP ONE	STEP TWO
Activate Your Existing Account within CAQH ProView To activate an existing account, please complete the following steps: 1. Go online to https://proview.caqh.org/pr 2. Enter your current UPD username and password. 3. Follow the prompts to create a new username and password. 4. Choose and answer three security questions. 5. Acknowledge the Terms of Service. 6. Click "Update Account." 7. Proceed to the CAQH ProView home page.	**Complete the Application and Review Data** CAQH ProView includes new questions that you may need to complete prior to re-attestation. 1. Select "Review" from the top navigation bar to review your profile, see if there are new fields for you to complete, and correct any required fixes to your information. 2. If you would like to access a specific section, select "Manage Information" from the top navigation bar. — Use "Go to previous section" or "Save & Continue" to page forward or backward within your application. 3. Proceed to "Next Steps — All Users" to verify your data entry and attest.

Next Steps — All Users

Verify Your Data Entry — Attest	Submit Supporting Documents	Maintain the Accuracy of Your Information
Complete the following steps to verify the accuracy of your information and complete your attestation. 1. Select "Attest" from the top navigation bar. 2. Click "Review" to display a summary of the data you entered. 3. Review your data summary to make sure it is complete. You may save or print your data summary. — If you need to make changes, click "Manage Information" from the top navigation bar to select the section that needs to be revised. — If there are no changes, select "Review Complete." 4. Select "Attest" to certify that you have carefully reviewed all information contained within your profile and all information provided by you is true, correct, and complete to the best of your knowledge.	After you complete your attestation, CAQH ProView enables you to upload any required supporting documents directly into the system. You can also upload your documents as you are completing your application. To do so, follow these steps: 1. The "Documents" or "Review" pages will inform you what documents are needed to complete your application. 2. Upload the supporting documents (e.g., DEA certificates, W-9 forms, etc.) directly to CAQH ProView. Once your application is complete and your supporting documents are reviewed for accuracy, your information will be available to the organizations you authorized. You will need to check with each individual organization to determine your credentialing status.	Every 120 days (180 days for providers practicing in Illinois), you will receive a notification from CAQH ProView to re-attest that all of the information in your profile is still correct. To complete this requirement follow these steps: 1. Go online to https://proview.caqh.org/pr at least every 120 days (180 days for IL Providers). 2. Log in. 3. At the home page, select "Attest." 4. Review and update your data as needed. 5. Upload any applicable supporting documents. 6. Click on "Attest."

Questions? CAQH ProView Support Desk Phone: 1-888-599-1771
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CAQH

CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans.