CAQH.

Participating Organizations Guide to Engaging Providers in CAQH ProView®

Thank you for being a CAQH ProView participating organization.

Organizations that realize the most value from this solution are actively engaging providers to create and regularly update their CAQH ProView profiles.

This Guide includes ready-to-use materials to educate your provider community about CAQH ProView and how the solution can help reduce their administrative burden.

We encourage your organization to promote your CAQH ProView participation by including the content from this Guide in your provider-facing communications. We also recommend sharing this Guide with other departments in your organization to help ensure references to CAQH ProView are consistent and correct in all communications.

A few notes before you review the Guide:

- In early 2015, CAQH relaunched its long-standing provider data solution on a new platform, and renamed it CAQH ProView. The previous name – Universal Provider Datasource, or UPD – should no longer be used in any materials or content. **Please remove any references to "Universal Provider Datasource" (UPD) from all provider-facing communications.**

- CAQH is pleased to now offer a CAQH ProView participation seal. Participating organizations can display the seal to promote your organization's commitment to reducing administrative burden for providers. Go to page 7 to view guidelines for use of the seal.

- In fall 2017, CAQH formed an alliance with the American Dental Association to streamline the credentialing process for dentists, dental plans and employers. Starting on page 8, this Guide includes a section that explains more about this service, as well as content that may be used with dentists.

As CAQH continues to address industry-wide provider data needs, we will update this Guide on a semi-annual basis.

Let's work together to ensure your organization gets the most value from CAQH ProView. Please do not hesitate to contact your Account Manager with questions.

Sincerely,

Your CAQH Provider Engagement Team

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This Guide offers:

Ready-to-use CAQH ProView content for providers and practice managers

<u>Messaging and FAQs for websites, newsletters, emails, and mailings.</u>

CAQH ProView Reduces Administrative Burden

[ORGANIZATION] is using CAQH ProView®, the electronic solution and industry standard trusted by more than 1.4 million healthcare providers for capturing and sharing self-reported professional and practice information. CAQH ProView is fully electronic and was developed to save you and your staff the time it takes to complete the lengthy paper credentialing forms needed for each healthcare organization with which you are affiliated.

CAQH ProView not only streamlines the credentialing process, it can also help improve provider directories, speed claims adjudication and simplify other business processes. Once your data has been entered, the solution enables you to easily update and attest to your information at any time. It is offered to you at no charge.

With CAQH ProView, providers and practice managers can:

- Self-report and electronically store practice and professional information through a single user-friendly process.
- Directly upload credentialing documents to improve the accuracy and timeliness of applications.
- Retain provider lists and information about multiple provider locations.
- Maintain secure control of each provider's professional information and authorize specified organizations to receive it.
- Reduce administrative burden and eliminate time-consuming paper submissions.
- Leverage the CAQH ProView profile to streamline directory maintenance and other processes that require practice and professional information.

Already Registered with CAQH ProView?

If you have already created your CAQH ProView account and are using the solution, please follow these tips to help ensure that your current information is accurate:

- Login to CAQH ProView to update and re-attest to your CAQH profile every 120 days.
- Replace expired documents with new ones.
- Leave no gaps in your work history for the most recent five years, or list the reasons for any gaps as appropriate; e.g., leaves of absence, maternity leaves, illness, etc.
- Ensure that a current copy of your liability insurance is attached to your CAQH profile.
- If you only authorize specific organizations access to your profile, please add [ORGANIZATION].

Getting Started with CAQH ProView

[ORGANIZATION] invited you to join CAQH ProView by sending a welcome letter via email [or mail] with your CAQH ProView Provider ID Number. Once you have received your ID Number, log in to CAQH ProView and follow the prompts to complete your registration.

If you cannot locate your welcome letter from [ORGANIZATION], new users also have the option to self-register through the CAQH ProView Provider portal [www.proview.caqh.org/pr]. Upon completion of the self-registration process, you will receive an email from CAQH with your unique CAQH ProView Provider ID Number.

First-time users should allow approximately two hours to complete your profile, or you can finish the process over several sessions. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information – either by authorizing all of them or specific ones, including [ORGANIZATION].

A variety of resources to help providers and their practice managers use CAQH ProView are available at www.caqh.org/solutions/caqh-proview and include short how-to videos and a Quick Reference Guide.

CAQH ProView FAQs
The following Frequently Asked Questions provide basic information about CAQH ProView and how to access resources.

Who is 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.

What is CAQH ProView?

CAQH ProView is an online provider data-collection solution. It streamlines provider data collection by using a standard electronic form that meets the needs of nearly every health plan, hospital and other healthcare organization.

CAQH ProView enables physicians and other healthcare professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database and authorize healthcare organizations to access that information. CAQH ProView eliminates redundant paperwork and reduces administrative burden.

How will [Organization] use my information?
[ORGANIZATION] uses the provider and practice information that you enter into CAQH ProView for credentialing and other business needs.

Does it cost anything to use CAQH ProView?
There is no cost for physicians and other health care providers to use CAQH ProView.

How do providers access CAQH ProView?

Providers can register online at https://proview.caqh.org/pr, or will receive registration instructions once a healthcare organization notifies CAQH that the provider needs to access the database.

Do providers need to complete their entire profile?

Yes. Providers must complete all profile questions; however, the system is designed to allow you to complete your profile over time. The CAQH ProView profile will present questions that are relevant to a specialty, provider type and practice location(s). You can save each page, stop at any time, and return later to finish the process. The entire profile must be completed prior to your verification of its accuracy, and before the organizations you have authorized can access it.

Who can I contact for help or if I have any questions about CAQH ProView?

Contact the Help Desk by using the Chat function when you are logged in to CAQH ProView. Or call: 888-599-1771. Help Desk hours are: Monday – Thursday: 7 AM – 9 PM (ET) and Friday: 7 AM – 7 PM (ET).

What resources are available to help providers learn how to use CAQH ProView?

CAQH offers a variety of tools [http://www.caqh.org/solutions/caqh-proview-providers-and-practice-managers] to help providers, including:
- Videos
- Quick Reference Guides
- Webinars

Social Media Clickbait
- 1.4 million providers regularly re-attest to their CAQH ProView profile. Avoid extra communications from [ORGANIZATION] and CAQH and attest every 120 days.
- Provider data isn't just about credentialing. CAQH ProView isn't just for credentialing. Learn more today!

  [Link to: https://www.caqh.org/solutions/caqh-proview-providers-and-practice-managers]
- Managing multiple provider profiles in CAQH ProView? Register & begin using the Practice Manager module to manage common practice data for your providers.

  [Link to: https://proview.caqh.org/PM]

Helpful Links to Share with Providers and Practice Managers

Videos

- ☐ Getting Started with CAQH ProView (Providers)
  [https://youtu.be/FMlRaz1EzTU]

- ☐ Getting Started with CAQH ProView (Practice Managers)
  [https://youtu.be/ZpZwSnTDh-s]

Guides

- ☐ Quick Reference Guide (Providers)
  [https://www.caqh.org/sites/default/files/solutions/proview/guide/PR
  -QuickRef.pdf]

- ☐ Quick Reference Guide (Practice Managers)
  [https://www.caqh.org/sites/default/files/solutions/proview/guide/PM
  -QuickRef.pdf]

On-Demand Webinars

- ☐ CAQH ProView Trainings for Providers and Practice Managers
  [https://www.caqh.org/solutions/caqh-proview-trainings-practice-
  managers-providers]

List of Participating Organizations

- ☐ List of over 900 organizations currently using CAQH ProView for credentialing,
  directory updates, and much more.
  [https://www.caqh.org/core/list-participating-organizations]

Guidelines for Using the CAQH ProView Participant Seal

CAQH ProView Participant Seal

Value

The CAQH ProView participant seal indicates that your organization uses CAQH ProView to accept and/or capture healthcare provider self-reported professional and practice information. Displaying the seal affirms your organization's commitment to streamlining business processes, and reducing the administrative burden on providers and others in the healthcare system.

Ideas for Usage

- Post the seal on your organization's website. When possible, link to www.caqhproview.org.
- Include the seal on marketing and communications materials targeting healthcare providers.
- Incorporate the seal into your trade show display.

Color Standards

The CAQH ProView participant seal is designed with three colors:

PMS: 201C
HEX: a32136
C: 24 M: 99 Y: 78 K: 18
R: 163 G: 33 B: 54

PMS: 423C
HEX: 898c8d
C: 48 M: 39 Y: 39 K: 4
R: 137 G: 140 B: 141

PMS: 432C
HEX: 323e48
C: 79 M: 64 Y: 52 K: 43
R: 50 G: 62 B: 72

Display Guidelines

To preserve legibility and the integrity of the seal:

- Ensure minimum width is 2 inches or 188 pixels.
- Use a locked aspect ratio for any resizing.
- Apply padding (empty space) of at least 1/3 the height of the seal around all sides.

Questions

Contact Miranda Woolston, Senior Manager, Communications at mwoolston@caqh.org.

Background information for your organization about the new ADA® Credentialing Service, powered by CAQH ProView®

To reduce administrative burden for all dentists, the American Dental Association and CAQH have formed a strategic alliance that helps streamline the credentialing process for dentists, dental plans and employers. The ADA credentialing service, powered by CAQH ProView, enables any U.S. practicing dentists to enter their professional and practice information one time in an easy-to-use, fast and protected digital platform.

ADA is widely promoting this service to all U.S. practicing dentists, including its membership of 161,000 dentists. The number of dentists participating in CAQH ProView is expected to increase substantially, making it the leading industry source for dentists' credentialing data.

This alliance offers CAQH ProView participating dental plans several advantages:

- Real-time system validation of select dentist data against industry sources reduces incorrect data entry, increasing data quality and decreasing delays in data processing.

- Application programing interface (API) capabilities for access to the data through real-time web services.

- Secure electronic exchange of roster and dentist (extract) files, with roster exception reporting and customizable extract reports. Flexibility to receive dentist data in multiple formats: ASCII, XML or PDF.

The information can be used not only for credentialing, but also for provider directories, network adequacy and other business needs. Many dental payers already participate; view the full list at www.CAQH.org/proviewdentalplans.

Ready-to-use content about the ADA credentialing service, powered by CAQH ProView, for use with dentists

Messaging and FAQs for websites, newsletters, emails, and mailings.

[ORGANIZATION] is now utilizing the ADA® credentialing service, powered by CAQH ProView®

[ORGANIZATION] is now using the ADA® credentialing service, powered by CAQH ProView®, the electronic solution and industry standard trusted by more than 1.4 million providers for capturing and sharing self-reported professional and practice information. The service is fully electronic and was developed to save you and your staff the time it takes to complete the lengthy paper credentialing forms needed for each healthcare organization with which you are affiliated. Learn more by visiting: www.ADA.org/credentialing

The ADA credentialing service, powered by CAQH ProView is a digital alternative to the slow and cumbersome traditional paper method of credentialing. Any U.S. practicing dentist (ADA member or non-member) can use this service to help streamline the credentialing paperwork process, allowing more time to spend with patients.

With CAQH ProView, dentists and their practice managers can:

- Self-report and electronically store professional information in one user-friendly online data source, and easily update it as needed.
- Directly upload credentialing documents to improve the accuracy and timeliness of applications.
- Share information common to multiple practice locations among providers in that practice.
- Maintain control of professional information with security features and authorize specified organizations to receive it.

Getting Started with the ADA credentialing service, powered by CAQH ProView

Prepare by reviewing the dental credentialing application checklist [http://www.ada.org/CredentialingChecklist] and gathering all required documentation prior to filling out your profile.

Any U.S. practicing dentist can get started in this service by visiting www.ADA.org/godgital. Once the terms and conditions are accepted, you are redirected to a Welcome Page. There, you will see certain pre-populated information from the ADA - or the information attested to previously - making it easier and quicker for you to complete and attest.

First-time users can complete their profile in about an hour if the necessary items from the dental credentialing application checklist are readily available. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information – either by authorizing all of them or specific ones, including [ORGANIZATION].

Already registered with CAQH ProView?

If you have used CAQH ProView before, we recommend that you access your profile by visiting www.ADA.org/godigital. Take note of the important items below to ensure you successfully complete your profile:

- Add new documents to replace any expired ones.
- Leave no gaps in your work history for the most recent five years, or list the reasons for any gaps as appropriate; e.g., leaves of absence, maternity leaves, illness, etc.
- Ensure that a current copy of your liability insurance is attached to your CAQH profile.
- If you only authorize specific organizations access to your profile, please add [ORGANIZATION].

CAQH ProView for Dentists FAQs

The following Frequently Asked Questions provide basic information for dentists about CAQH ProView and how to access resources.

What is CAQH ProView?

CAQH ProView is an online provider data-collection solution. It streamlines provider data collection by using a standard electronic form that meets the needs of nearly every dental plan, hospital and other healthcare organization.

CAQH ProView enables dentists and other healthcare professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database and authorizes participating organizations to access that information. CAQH ProView eliminates redundant paperwork and reduces administrative burden.

Do I need to be an ADA member to participate?

No, any U.S. practicing dentist can participate. If you are a non-member and would like to get started, click here [https://ebusiness.ada.org/FirstTimeLoggingInPo3.aspx] to learn more about how to log in.

Does it cost anything to use CAQH ProView?

There is no cost for dentists or other healthcare providers to use CAQH ProView.

What does it mean to "attest" to my data in CAQH ProView?

After you enter your professional and practice data within CAQH ProView, you must personally attest to its accuracy.

I recently received an email from CAQH ProView, asking me to re-attest to my profile. What does that mean?

After you complete your CAQH ProView profile, the system will notify you every 120 days to re-attest that all information is still correct and complete – or to update it if not. This enables a dentist's contracted dental plans to access CAQH ProView profile information based on their different re-credentialing cycles. Please note that a dental plan or other participating organization will only be able to access your data once you have completed the re-attestation process, and only for those organizations where you have authorized access.

Does this mean I need to completely revise my profile every 120 days?

No, you only need to review the information already in your profile, update any information that has changed, and re-attest to its accuracy. In most cases, this will only take a few minutes.

Whom can I contact for help or if I have any questions about CAQH ProView?

Within CAQH ProView, you can click the chat icon at the top of any page to ask a question. You can also call:

- The ADA Member Service Center at 800.621.8099. Monday – Friday 8:30am – 5:00pm (CT) or via email at msc@ada.org.
- CAQH Help Desk at 888-599-1771. Monday – Thursday: 7 AM – 9 PM (ET) and Friday: 7 AM – 7 PM (ET)

CAQH. Solutions | PROVIEW. | ADA American Dental Association®

Your Credentialing Checklist: Get Started Today

The ADA® credentialing service, powered by CAQH ProView® provides a digital alternative to the slow and cumbersome traditional paper method. To streamline your credentialing paperwork process and spend more time with patients**, any U.S. practicing dentist (ADA member or nonmember) can use this service**. Here is what you will need to begin completing the simple form at ADA.org/godigital.

These items are necessary to complete your credentialing application:

- ☐ A copy of your state license.
- ☐ A copy of your professional insurance face sheet.
- ☐ Practice information.
- ☐ NPI Number.

You may also need the following*:

- ☐ Hospital affiliation information.
- ☐ A copy of your anesthesia license.
- ☐ A copy of your DEA (Drug Enforcement Administration) license.
- ☐ A copy of your CDS (Controlled Dangerous Substances) license.
- ☐ Medicare number.
- ☐ Medicaid number.
- ☐ BLS (Basic Life Support) certification information.
- ☐ ACLS (Advanced Cardiovascular Life Support) certification information.

*Depending on the state in which you practice, additional documents may be required.

<u>Helpful Links for Dentists</u>

Videos

- ☐ [Getting Started with CAQH ProView (Providers)](https://youtu.be/FMlRaz1EzTU)
      [https://youtu.be/FMlRaz1EzTU]

Guides

- ☐ [Dentists Quick Reference Guide (Providers)](https://www.caqh.org/sites/default/files/solutions/proview/ada/dentist-quick-reference-guide.pdf)
      [https://www.caqh.org/sites/default/files/solutions/proview/ada/dentist-quick-reference-guide.pdf]
- ☐ [Dental Credentialing Application Checklist](http://www.ada.org/~/media/ADA/Member Center/FIles/Credentialing_Checklist.pdf?la=en)
      [http://www.ada.org/~/media/ADA/Member Center/FIles/Credentialing_Checklist.pdf?la=en]
- ☐ [Dentists Quick Reference Guide (Practice Managers)](https://www.caqh.org/sites/default/files/solutions/proview/ada/caqh-proview-dentist-practice-manager-user-guide.pdf)
      [https://www.caqh.org/sites/default/files/solutions/proview/ada/caqh-proview-dentist-practice-manager-user-guide.pdf]

On-Demand Webinars

- ☐ [CAQH ProView Trainings for Providers and Practice Managers](https://www.caqh.org/solutions/caqh-proview-trainings-practice-managers-providers)
      [https://www.caqh.org/solutions/caqh-proview-trainings-practice-managers-providers]

List of Participating Dental Organizations

- ☐ [List of dental plans and other organizations currently using CAQH ProView provider data for credentialing, directory updates, and more.](https://www.caqh.org/solutions/caqh-proview-list-participating-organizations#dental)
      [https://www.caqh.org/solutions/caqh-proview-list-participating-organizations#dental]