Provider Data Portal

Overview for Practice Managers in Washington State

February 1, 2024

Agenda and Presenters

1. WA State Credentialing Update

2. CAQH Overview

3. CAQH Provider Data Portal Demonstration

4. Support & Resources

5. Q & A

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CAQH

WA State Credentialing

Prepared for CAQH Training Webinars

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*One*HealthPort

Created by and for the local healthcare community, OneHealthPort solves information exchange and workflow problems shared across healthcare organizations.

History of the WA State Credentialing Program

- In 2009, WA State designated that the Lead Organization, OneHealthPort, develop a uniform electronic process for collecting and transmitting credentialing data

- RCW 48.43.750 (1)(a) requires health plans to use the database selected by OneHealthPort as the Lead Organization

- In November 2023 a working group, facilitated by OneHealthPort and represented by health plans, providers, and Associations, recommended CAQH as the new credentialing vendor for WA State

Resource: onehealthport.com/credentialing/credentialing-overview

Key Players

Designated in ESSB 5346 with the role of regulatory oversight. That includes oversight of OneHealthPort as the Lead Organization for Administrative Simplification, including the statewide credentialing program.

Designated as the Lead Organization by ESSB 5346 which requires a statewide data collection process for all credentialing and privileging data. OneHealthPort engages with the community to monitor the program and coordinate feedback with the vendor.

The CAQH Provider Data Portal is now the chosen vendor database for the WA state credentialing program.

About CAQH

Our Vision
To align the healthcare ecosystem around essential solutions that power a more connected, less costly experience for all

CAQH Solutions
leverage data and technology to reduce costs and transform healthcare.

CAQH CORE
develops operating rules that lead to standards to streamline healthcare.

CAQH Insights
track opportunities to improve healthcare practices.

Health Plans

Providers

Medicaid Programs

Technology Partners

Providers and Medical Staff Professionals use the CAQH Provider Data Portal to reduce administrative burden.

Maintain **one** credentialing application that is accepted across the US.

Authorize health plans to access your profile for credentialing, and more.

Update your profile quarterly to reduce telephone and email requests from plans.

Available at no charge to providers.

CAQH Provider Data Portal

Practice Managers Use One Portal For Many Organizations and Uses

CAQH | PROVIDER DATA PORTAL

PRACTICE MANAGERS

Update and confirm data regularly to push it to Providers and Plans

PARTICIPATING ORGANIZATIONS

use provider profile information to support many important uses

Credentialing

Privileges

Enrollment

Directories

Health Equity

Licensure

Claims Processing

Member Matching
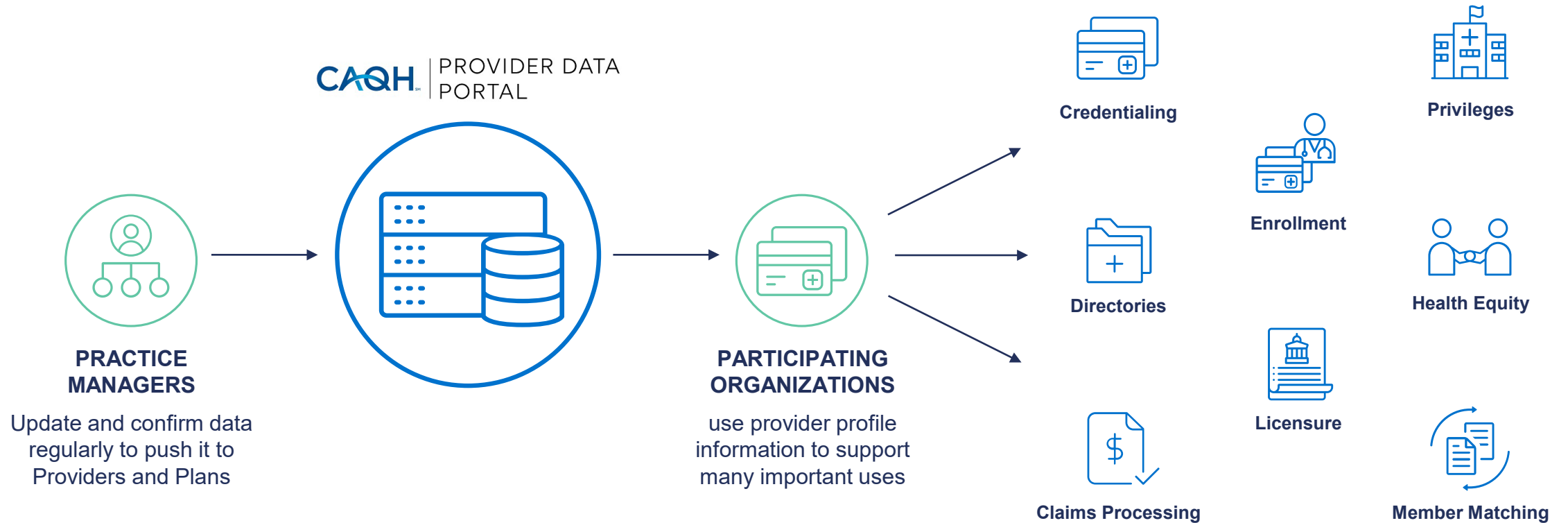
CAQH

CAQH Provider Data Portal: Login Page

Where providers maintain their professional and practice information

Where groups maintain provider & location details for delegated rosters and directories

Where practice managers enter info. and documents shared by multiple providers

Where Participating Organizations retrieve provider data

Live Demonstration

Support and Resources

CAQH Support and Training

CAQH Solutions Center
- Login to Chat – or –
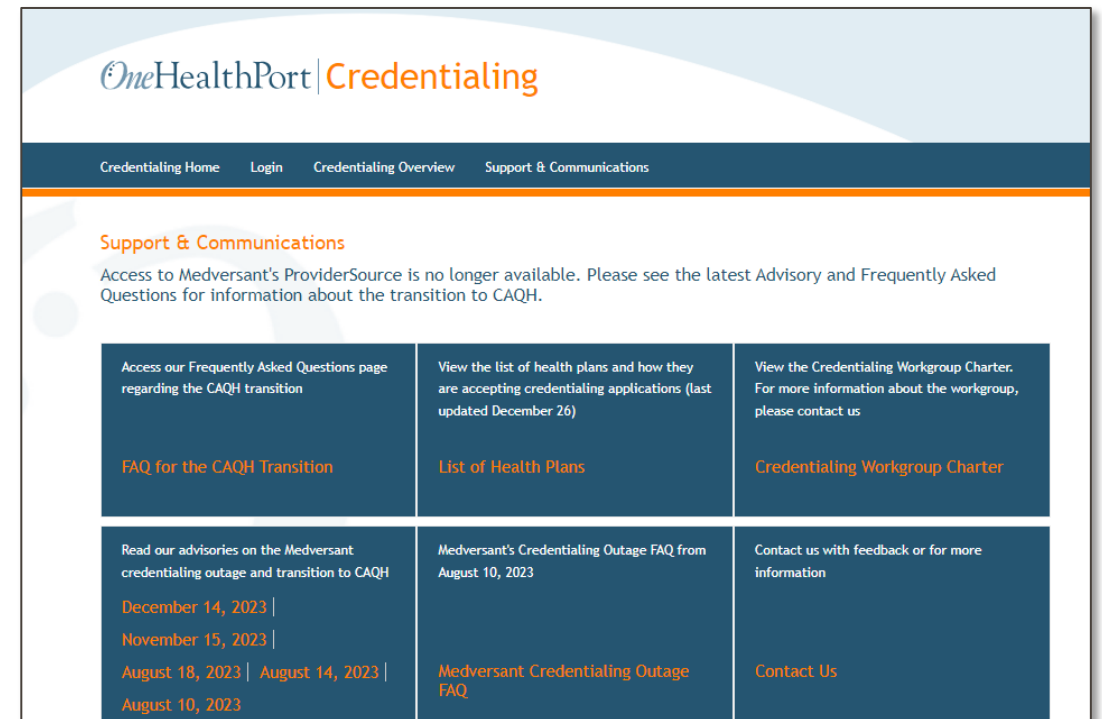- Call 888-599-1771

Provider Resources
- Login and click ❓ to access
  - CAQH University: Self-Paced, Online Training.
  - User Documentation.

Still have questions?
email outreach@caqh.org.

OneHealthPort Credentialing

Visit for helpful information and links.
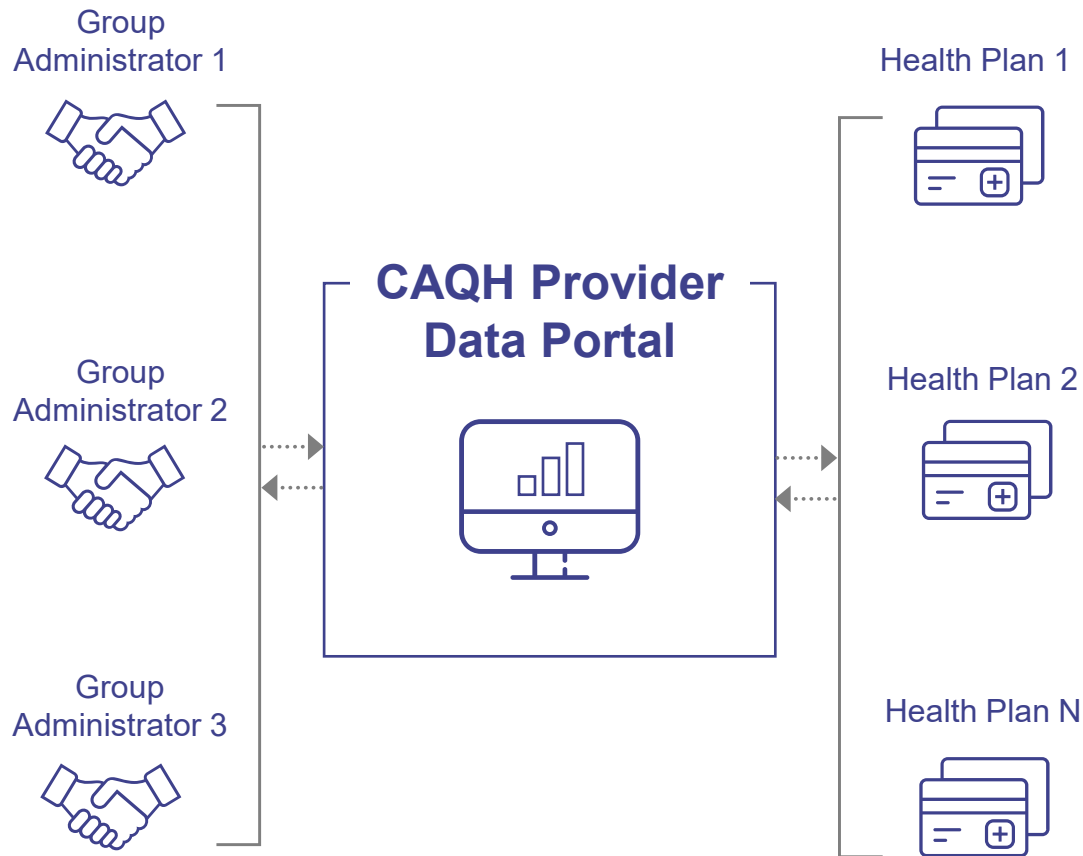
Questions

Please submit questions in chat.

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Following the webinar, if you have additional questions contact the CAQH Solutions Center at 888-599-1771.

Appendix

CAQH Provider Data Portal For Groups

Group Administrator 1

Group Administrator 2

Group Administrator 3

CAQH Provider Data Portal

Health Plan 1

Health Plan 2

Health Plan N

- As plan data collection requirements increase, so does the need for standardization

- Moving to a single, standardized delegated roster format for all groups enables plans to more efficiently process data and aligns the onboarding process across all groups

- A central, secure place for groups to manage a single instance of their roster

- A single roster made available to all plans that a group participates with reduces administrative burden on the group

- System notifications reduce back and forth emails and calls between groups and plans

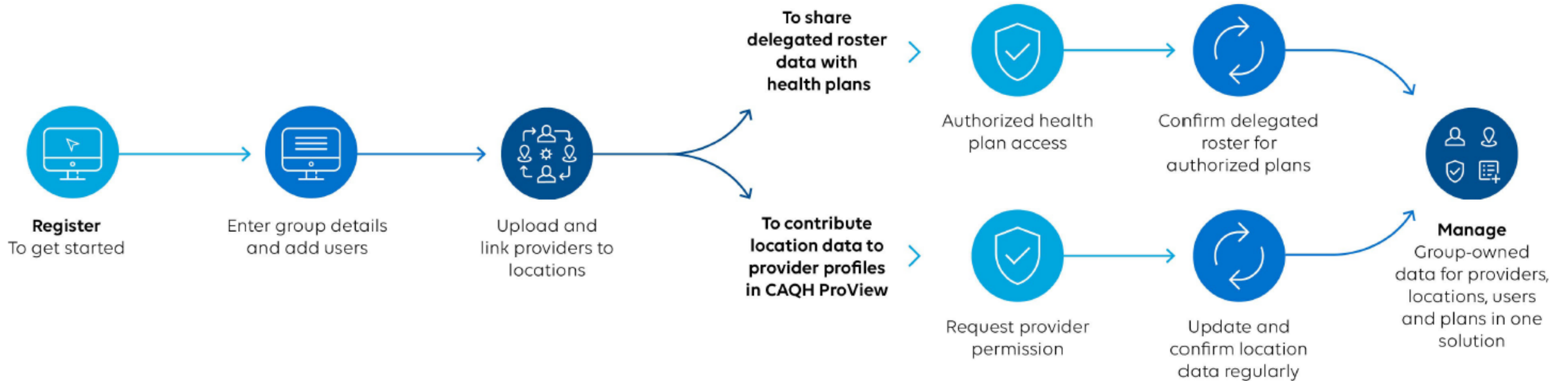- Data validation ensures better data quality and transparency

Current Participants

UNITEDHEALTH GROUP

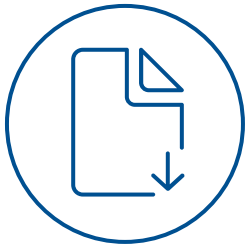Mass General Brigham

MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN

NOVANT HEALTH

Mercy

Children's Hospital LOS ANGELES

Engagement Pipeline

HCA Healthcare®

AdventHealth Medical Group

CommonSpirit

Ascension

Aurora Health Care®

Select MEDICAL

CAQH℠

The Provider Groups Portal

Register
To get started

Enter group details and add users

Upload and link providers to locations

To share delegated roster data with health plans

Authorized health plan access

Confirm delegated roster for authorized plans

To contribute location data to provider profiles in CAQH ProView

Request provider permission

Update and confirm location data regularly

Manage
Group-owned data for providers, locations, users and plans in one solution
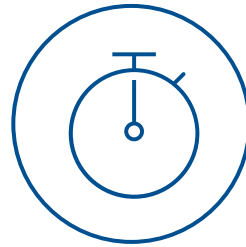
Provider Groups Portal: Benefits for Delegated Provider Groups

A single,
standard roster

Greater data
accuracy and
transparency

Faster data
processing and
enrollment

Secure data
storage and
exchange

Available
at no cost to
provider groups

CAQH

Attestation vs. Confirmation

Attestation
(Credentialing)

WHAT
Providers must verify their credentials are accurate

WHY
Credentialing compliance

WHEN
Every 120 days

Confirmation
(Directory)

WHAT
Affirms the accuracy of the information related to a specific practice location

WHY
Directory compliance

WHEN
Every 90 days

CAQH.

Credentialing Tips – PLI Bulk Upload Using Practice Manager Module

- Export PLI details for lists of providers within your group using the CAQH Practice Manager Module (PMM)
  - Note: practitioners will still need to complete certain sections and attest to complete their profile
- PLI Export Workflow
  - Create a PMM account
  - Create a new "list" for each group/practice that you are managing
  - Within your "list", expand the PLI section and populate the common details for providers within your group
  - Add providers to your "list" using the search function
  - Export PLI details by navigating to the "export" section, selecting providers, selecting "use saved section from practice" and selecting PLI
  - Complete your export
- Sections that still need to be completed by providers will have a red asterisk.

Document Tips

Documents may be uploaded or sent to CAQH by e-mail, or USPS

- *Format:* PDF, TIF, JPG, or JPEG.
- *Size:* Smaller than 12MB.
- *Signature:* If required, sign electronically or with ink.
  - Signature date (if required) must be within 120 days of the current date.
  - Only one AAR needed, once attested the electronic date stamp extends the original signature.

Tips

- No expired documents.
- Scan, save and upload each document separately.
  - One document type per page.
  - Scanned documents must be legible with all important detail included.
  - Data entered in the document section must match documentation.
  - PLI face sheet (or group PLI documentation) must include the provider's name as an insured.
  - If emailing documents, include the CAQH Provider ID in the email body or subject (documents@proview.caqh.org)

CAQH Provider Portal Checklist

Gather these items to save time completing your initial profile

- **Practice information (including patient locations)**
- **Hospital affiliation information**
- **NPI number**
- **Medicare and Medicaid numbers**
- **Certification Information for BLS and ACLS0**
- **Copy of professional liability insurance face sheet**
- **Copy of DEA and CDS license(s)**

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