



# Provider Data Portal

Overview for Practice Managers in Washington State

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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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# WA State Credentialing

Prepared for CAQH Training Webinars

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# 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](https://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.

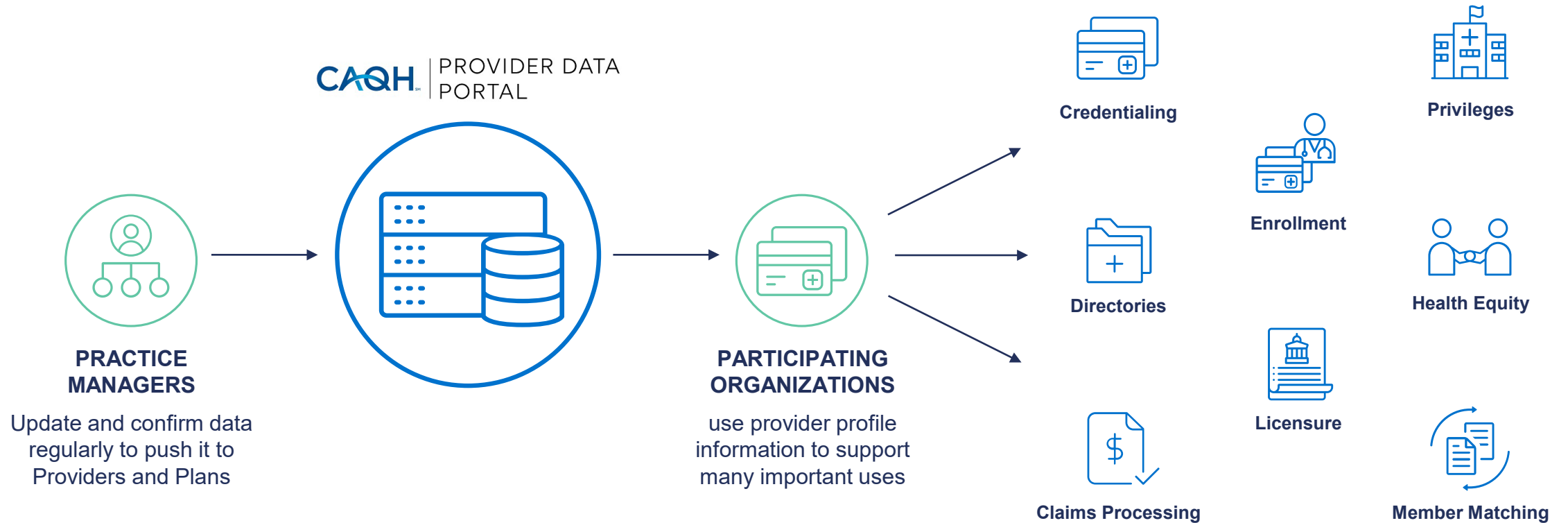


Available at no charge to providers.



# CAQH Provider Data Portal

## Practice Managers Use One Portal For Many Organizations and Uses





# CAQH Provider Data Portal: Login Page

The screenshot shows the CAQH Provider Data Portal login page. At the top, there are four callout boxes with arrows pointing to navigation tabs: 'Provider', 'Provider Groups', 'Practice Managers', and 'Participating Organizations'. The 'Provider' tab is selected. The page content is split into two columns. The left column contains a welcome message and links to user guides. The right column contains a 'Sign In' form with fields for 'Username' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. Below the sign-in form is a 'First Time Here?' section with three numbered instructions.

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

CAQH PROVIDER DATA PORTAL

Help

Provider Provider Groups Practice Managers Participating Organizations

## Provider Data Portal

Formerly CAQH ProView

Welcome to the CAQH Provider Data Portal formerly known as CAQH ProView. CAQH Provider Data Portal eliminates duplicative paperwork with organizations that require your professional and practice information for claims administration, credentialing, directory services, and more.

Help reduce inquiries for your administrative information and save even more time by keeping your profile complete and up-to-date. Ensure that the healthcare organizations you authorize have instant access to accurate, timely information.

Sign in on the right to update your existing profile information or, if you are a new user, register to create a profile.

**TO LEARN MORE**

[CAQH Provider Data Portal for Providers User Guide v43](#)

[Video: Single Sign-on for Dentists](#)

[CAQH Provider Data Portal Dentists Quick Reference Guide v2.1](#)

## Sign In

Check for CAQH ID

Username  
username

[Forgot Username](#)

Password

[Forgot Password](#)

Remember me

Sign In

## First Time Here?

1. Dentists: Sign in using the [American Dental Association's portal](#)
2. If you received a welcome email, use the link in your email to begin the sign in process.
3. If you are a first-time user, [register here](#).

# Live Demonstration

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# Support and Resources

## CAQH Support and Training

### CAQH Solutions Center

- Login to Chat – or –
- Call 888-599-1771

### Provider Resources

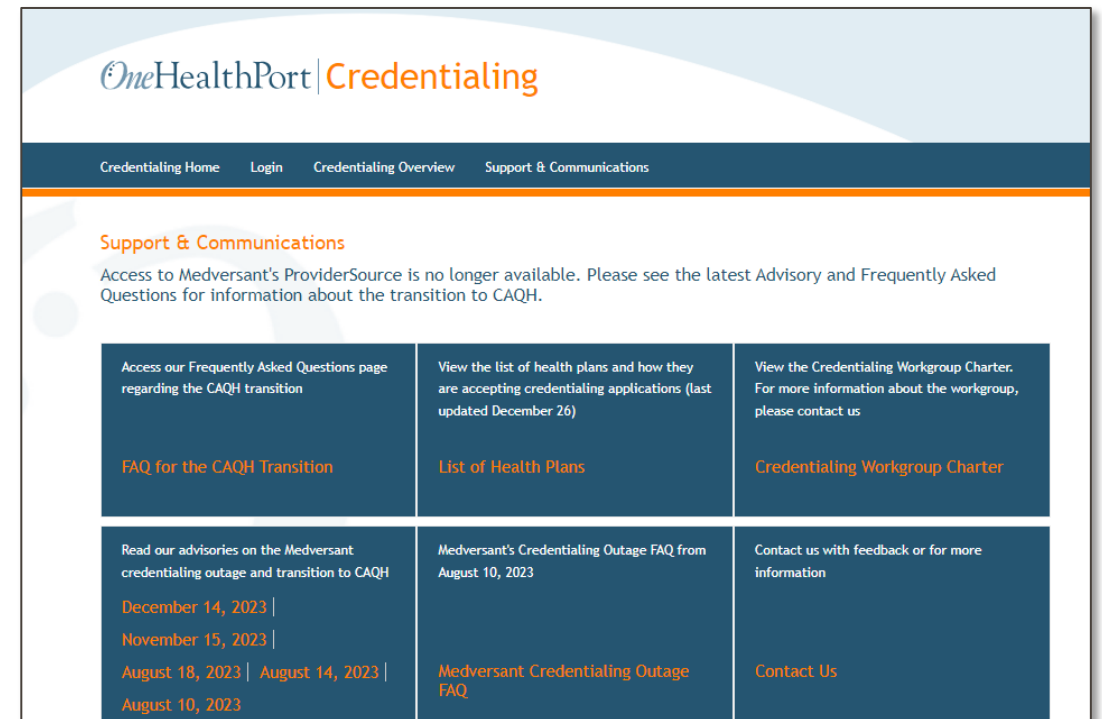
- Login and click  to access
  - CAQH University: Self-Paced, Online Training.
  - User Documentation.

### Still have questions?

email [outreach@caqh.org](mailto:outreach@caqh.org).

## OneHealthPort Credentialing

Visit for helpful information and links.



OneHealthPort | Credentialing

Credentialing Home Login Credentialing Overview Support & Communications

**Support & Communications**

Access to Medversant's ProviderSource is no longer available. Please see the latest Advisory and Frequently Asked Questions for information about the transition to CAQH.

Access our Frequently Asked Questions page regarding the CAQH transition	View the list of health plans and how they are accepting credentialing applications (last updated December 26)	View the Credentialing Workgroup Charter. For more information about the workgroup, please contact us
<a href="#">FAQ for the CAQH Transition</a>	<a href="#">List of Health Plans</a>	<a href="#">Credentialing Workgroup Charter</a>
Read our advisories on the Medversant credentialing outage and transition to CAQH	Medversant's Credentialing Outage FAQ from August 10, 2023	Contact us with feedback or for more information
December 14, 2023   November 15, 2023   August 18, 2023   August 14, 2023   August 10, 2023	<a href="#">Medversant Credentialing Outage FAQ</a>	<a href="#">Contact Us</a>



# Questions

Please submit questions in chat.

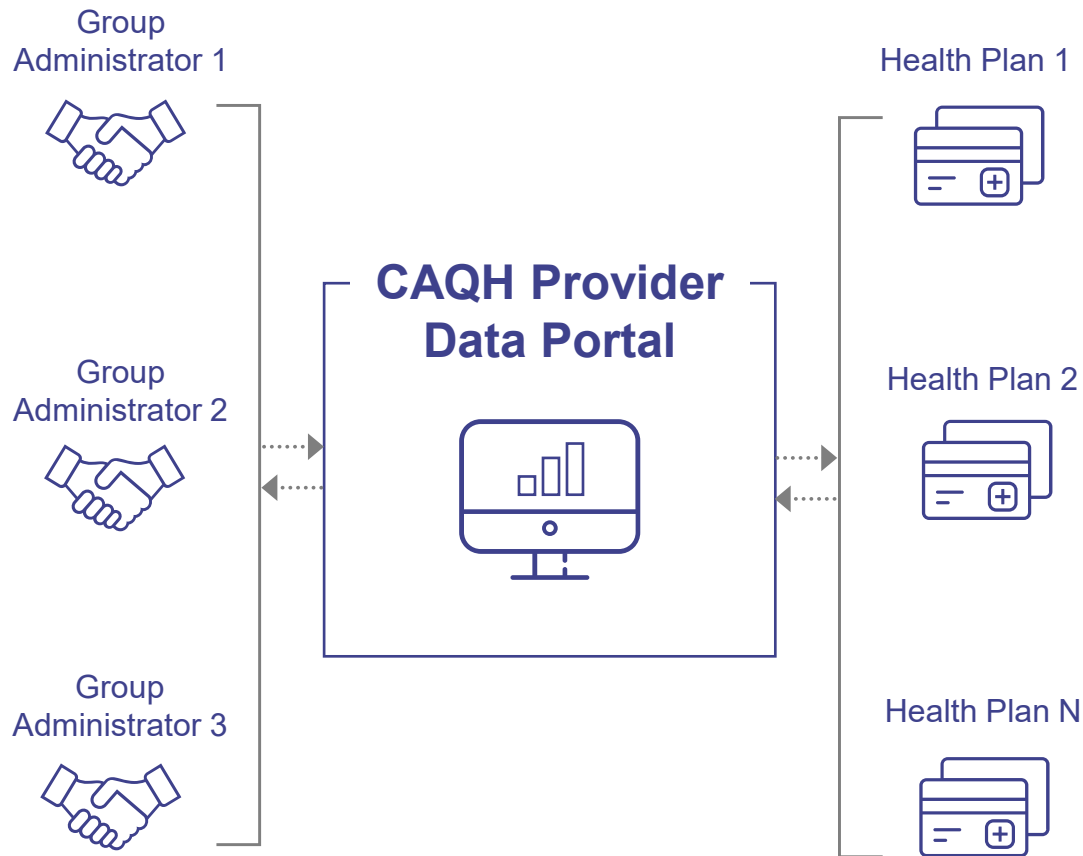
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Following the webinar, if you have additional questions contact the CAQH Solutions Center at 888-599-1771.

# Appendix

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# CAQH Provider Data Portal For Groups



- 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

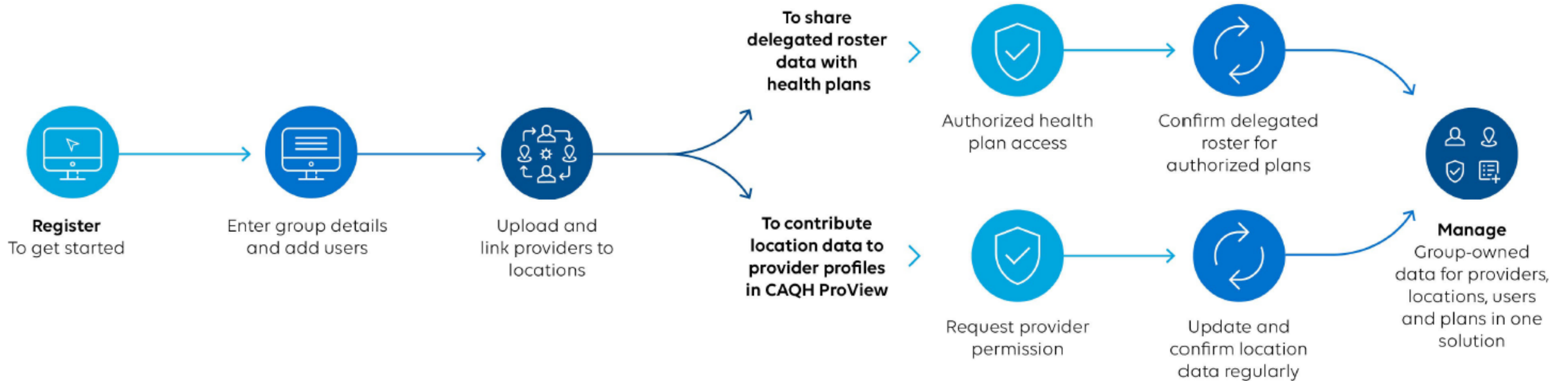
## Current Participants



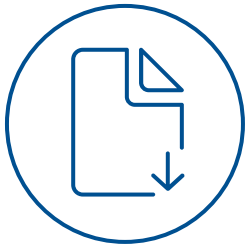
## Engagement Pipeline



# The Provider Groups Portal



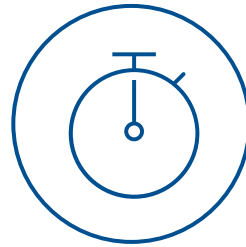
# Provider Groups Portal: Benefits for Delegated Provider Groups



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



# 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

# 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.


**PROFESSIONAL LIABILITY INSURANCE**

Please add a record for each professional liability insurance policy. A Professional Liability Insurance Face Sheet or Certificate of Insurance will be required for each current policy that is entered. Each provider must maintain at least one current policy record (with a Current Expiration Date in the future).

- It is recommended to enter 10 years of insurance information to avoid additional follow-up from authorized organizations. Some states and credentialing organizations may have different requirements for this section. A Face Sheet or Certificate of Insurance is not required for expired policies.
- If a provider does not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.
- When a Current Expiration Date appears in red, that policy has expired. Click “Renew” to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if expired more than 10 years ago.

\* Policy Number

Original Effective Date

Home Manage Users Manage Practice Manage List **Export**

**SELECT INFORMATION FOR EXPORT** COMPLETE EXPORT & SAVE CANCEL

To: Export Data File  
Drop entries below to add or overwrite

From: List - The Young Practice (MD)  
« Drag entries to the left to add to Export file

Achd Insurance Company  
2260 Park Towne Cir.  
Sacramento, CA - 95825

Professional Liability

Undo

Select undo to return import content to the right

## 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](mailto:documents@proview.caqh.org))

**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)**