Reference Guide: Provider Directory Data Confirmation Initiative

Using CAQH ProView® to Update and Maintain Your Provider Directory Information

To address ongoing concerns about the accuracy of health plan provider directories, the federal government, states and other regulatory bodies are issuing new regulations to ensure directories are current and accurate.

CAQH has developed the Provider Directory Data Confirmation Initiative to make it easier for practice managers and providers to update provider directories and reduce the number of requests received from health plans. This initiative uses the self-reported provider information within CAQH ProView.

At the request of your contracted health plans, CAQH will contact you to review a subset of your professional information in a new Provider Directory Snapshot within the regular CAQH ProView re-attestation process.

This reference guide details the process for providers to update and confirm their Provider Directory Snapshot.

If you are already using CAQH ProView, the process to update and confirm your provider directory information is the same as the usual attestation process and includes a few additional steps highlighted below.

If you are not currently using CAQH ProView, these instructions will help you set up a new account and enter the required information.

NOTE: Only providers that have been requested to do so by a participating health plan will be able to see their Provider Directory Snapshot. They will be able to view and use the screens seen below.
### 1A) Log in to CAQH ProView

Log in to your CAQH ProView account at [https://proview.caqh.org](https://proview.caqh.org)

- If you already have an account in CAQH ProView, proceed to 2) All Users: Review Profile Data.
- If you do **not** have a CAQH ProView account, go to [https://proview.caqh.org](https://proview.caqh.org) to create an account. If you received a welcome email from CAQH ProView, you may click on the link included in the email to get started.

### 1B) First Time Users of CAQH ProView: Complete Your Profile Data

- If you are a first time user of CAQH ProView, click **Profile Data** located in the top navigation menu and complete the required data fields.

- If the status bar at the top of the screen indicates your Documents are **Incomplete**, click **Incomplete** to advance to the Documents screen and submit any required supporting documents.
2) All Users: Review Profile Data

- Click **Attest** located in the top navigation menu. CAQH ProView will automatically review of all your data to make sure it is complete.

If errors are found, you will be taken to the Review page and prompted to make corrections.

- Click **View Errors** under Application Data to view all required and suggested fixes. You must complete all required fixes.

- The Review page will also identify if any required supporting documents are missing. Click on **View Documents** under Supporting Documents to upload and submit any required supporting documents.
3) Review Your Provider Directory Snapshot and Complete Attestation

Once you have completed your profile data, you are ready to review your Provider Directory Snapshot and attest that your information is accurate and complete.

- Click **Attest** in the top navigation menu on the CAQH ProView home page and follow the three-step attestation process.

- **Step 1 – Review Data Summary:** Click the link to view your **Provider Directory Snapshot**.

Example of Directory Snapshot

- When you open and view your **Provider Directory Snapshot**, a window will appear with information applicable to a health plan provider directory.

- If you need to make changes to this information, close the summary window by clicking on the “X” in the top right corner and then click on the appropriate section in **Profile Data** to make the changes.
- Next, click **Review** at the bottom of Step 1. **You must click on Review to advance to Step 2 of the attestation process.**

Step 1

**REVIEW DATA SUMMARY**

Click the Review button below to display and review a summary of all of the data you entered in your profile.

**Click here to view the Provider Directory Snapshot** that participating organizations will use to update your record in their publicly available provider directories.

If you need to make a change, close the summary window and click on the appropriate section in Profile Data.

- **Step 2 – Verify Review**: If your information is accurate and complete, click on **Review Complete**. **You must click on Review Complete to advance to Step 3 of the attestation process.**
• **Step 3 – Attestation:** Click on the checkbox to indicate that you have reviewed the information in your Provider Directory Snapshot.

• If you wish, you may also view your Provider Directory Snapshot again by clicking on “Provider Directory Snapshot.”

• Click **Attest.**

---

• The Attestation terms window will appear. Click **Attest.**

• **You must click on this final Attest button to complete your attestation and enable authorized organizations to view your updated data.**
• Once you have completed all the required steps for attestation, the Attestation Completed screen will appear. You will then receive a confirmation email.

**Need Help?**
Contact the CAQH ProView Support Center by emailing providerhelp@proview.caqh.org or calling 888-599-1771.