

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>

- 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> 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.

SIGN IN

Username

[Forgot Username](#)

Password

[Forgot Password](#)

Remember me?

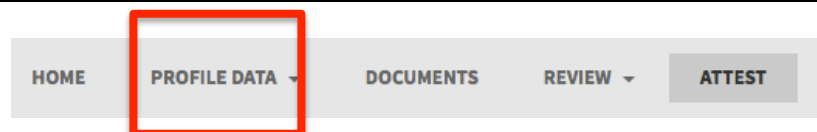
Sign In

FIRST TIME HERE?

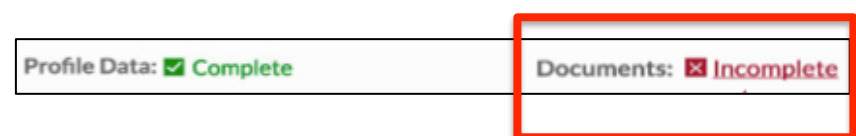
1. Existing CAQH UPD users: Sign in with your old UPD username and password.
2. If you received a welcome email, use the link in your email to begin the sign in process.
3. If you were not registered with CAQH UPD and are new to CAQH ProView: [Register Now](#)

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.

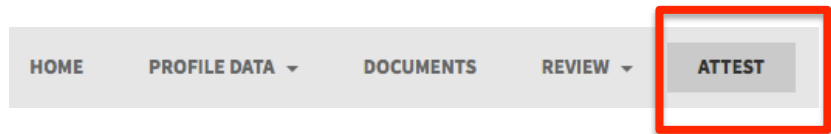


- If the status bar at the top of the screen indicates your Documents are **Incomplete**, click **Incomplete** to advance to the Documents screen and submit any required supporting documents.



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.



Review

Use this page to identify information that is incorrect or missing from your application. When your application is complete and free of errors, click Attest.

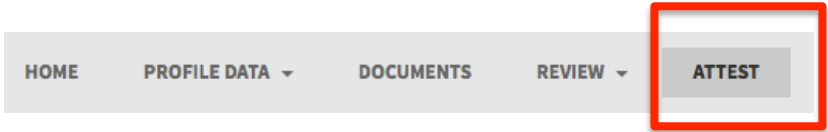
A screenshot of the Review page. It features two main sections: 'Application Data' and 'Supporting Documents'. The 'Application Data' section shows '1 required fixes' and '3 suggested fixes' with a 'View Errors' button. The 'Supporting Documents' section shows '1 missing documents' and '0 expired documents' with a 'View Documents' button. The text 'The system identified errors in your application.' is in red for Application Data, and 'The system identified missing or expired documents.' is in red for Supporting Documents.

Application Data	Supporting Documents
The system identified errors in your application.	The system identified missing or expired documents.
1 required fixes 3 suggested fixes	1 missing documents 0 expired documents
View Errors	View Documents

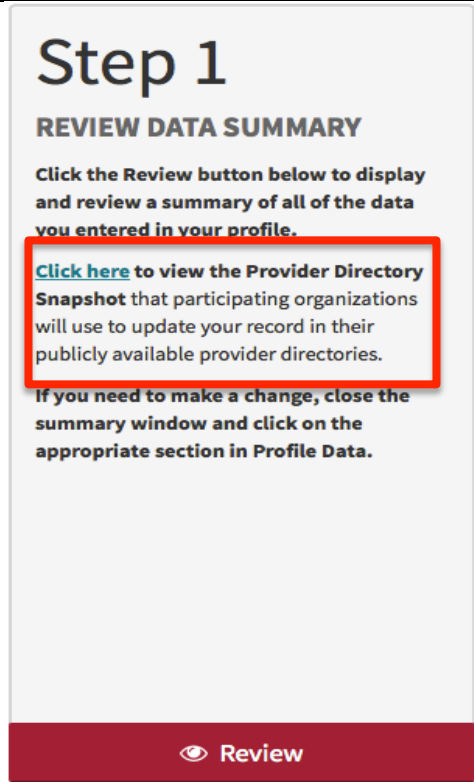
3) Review Your Provider Directory Snapshot and Complete Attestation

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.

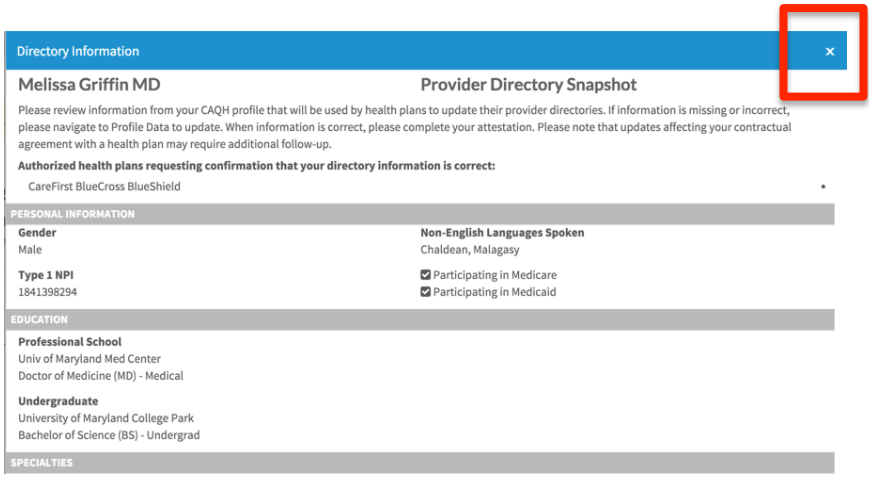


- Step 1 – Review Data Summary: Click the link to view your **Provider Directory Snapshot**.



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.

 Review

- **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 2

VERIFY REVIEW

Click Review Complete to verify that you have reviewed and/or corrected your data. Once you verify that your review is complete, an Attestation button will appear.

 Review Complete

- **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.**



Step 3

ATTESTATION

Click **Attest** to certify that you have carefully reviewed all information contained within your CAQH ProView Profile and that all information provided by you in the profile is true, correct, and complete to the best of your knowledge.

You also acknowledge that your CAQH ProView Profile will not be considered complete until supporting documentation and properly executed Authorization, Attestation and Release Form is remitted.

I have reviewed the information in my [Provider Directory Snapshot.](#)

🔗 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.***

Attestation
✕

Click **Attest** to certify that you have carefully reviewed all information contained within your CAQH ProView Profile and that all information provided by you in the profile is true, correct and complete to the best of your knowledge. You also acknowledge that your CAQH ProView Profile will not be considered complete until supporting documentation and properly executed Authorization, Attestation and Release Form is remitted. Once you attest, you can go to the Documents page to upload your supporting documents.

I understand and agree that, as part of the credentialing application process for participation, membership and/or clinical privileges (hereinafter, referred to as "Participation") at or with each healthcare organization indicated on the "List of Authorized Organizations" that accompanies this Provider Application (hereinafter, each healthcare organization on the "List of Authorized Organizations" is individually referred to as the "Entity"), and any of the Entity's affiliated entities, I am required to provide sufficient and

Attest

🖨 Print


📄 Download

- Once you have completed all the required steps for attestation, the Attestation Completed screen will appear. You will then receive a confirmation email.

Attestation Completed

You have successfully attested to your provider data. Your profile is not considered complete, and your authorized participating organizations will not receive your data, until you submit all of the required supporting documents. Please navigate to the Documents section and confirm that you have uploaded all necessary supporting documents.

Reference Numbers and Web Address

 CAQH PROVIDER HELPDESK

Email: providerhelp@proview.caqh.org

Or

Phone: 1-888-599-1771

Need Help?

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