



HealthCare Administrative Solutions Update – June 2008

Important CAQH Information

BACKGROUND

- HealthCare Administrative Solutions, Inc. (HCAS) is a non-profit entity founded in January 2005 by several Massachusetts health plans to collaborate on administrative simplification initiatives.
- HCAS implemented a centralized data repository through the Council for Affordable Quality Healthcare (CAQH) and a streamlined primary source verification function through Aperture Credentialing, Inc. Collectively, these functions simplify the credentialing and recredentialing processes for both providers and health plans.

VENDOR CHANGE

- In March 2008, CAQH announced that its multiyear vendor contract with Ingenix, Inc., to support the Universal Credentialing Datasource (UCD) would expire later this year.
- After a thorough RFP process, CAQH selected ACS Commercial Solutions, a large health care business process outsourcing company based in Dallas, Texas, as its operations vendor to replace Ingenix in supporting the UCD.

QUESTIONS & ANSWERS

Why did CAQH change its vendor?

ACS Commercial Solutions offers an opportunity for system enhancements and improved experiences for providers, including a new call center, more robust agent interaction and support, and document tracking software.

When will the change to ACS Commercial Solutions occur?

CAQH plans to complete the transition to ACS Commercial Solutions in September, 2008.

How does this change affect providers?

The URL addresses for the UCD systems used by providers and practice administrators will change. Phone numbers for the call center and fax lines will not change. CAQH will communicate the changes to all users this summer.

How can I get more information about this change?

HCAS will update network providers as additional information becomes available. This information will be available on the News & Information page of the HCAS Web site at www.hcasma.org. Providers may also visit the CAQH Web site at www.caqh.org/ucdstatus.