



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 participating health plans partner with the Council for Affordable Quality Health Care (CAQH) to collect and store credentialing application data and supporting documents.

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. Ingenix provided information technology, document processing and customer service support to CAQH.
- 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 support vendor.
- HCAS issued an announcement to the provider community in June, 2008.

QUESTIONS & ANSWERS

Why did CAQH change its operations support vendor?

ACS Commercial Solutions (ACS) offers an opportunity for system enhancements and improved experiences for providers. Some of the enhancements will occur with the transition while others are expected to roll out over the next several years. CAQH selected ACS for its history of proven performance in the health care arena.

When will this change occur?

Components of the transition have been underway for several months. In order to complete the transition, the CAQH Universal Credentialing DataSource will be unavailable from Friday, August 22, 2008 at 7:00 p.m., through Tuesday, September 2, 2008 at 7:00 a.m.

Will CAQH send providers a notice that the system will be unavailable?

CAQH will send an automated message to the primary contact via fax or email as listed in the provider's record within the UCD database.

Why will the system be unavailable to users?

There is a one-time conversion process as CAQH transitions to the new operations support vendor, performs maintenance activities, and adds enhancements such as a new password feature (described later in this document).



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Will the CAQH customer support desk be available during this time?

The CAQH customer support desk will *not* be available during the transition period. There will be an automated message that includes instructions regarding system availability that will resume on September 2, 2008.

Where can I access status updates on system availability?

Updates will be available at the CAQH Web site at www.caqh.org/ucdstatus.

What happens if I try to access the UCD when the system is offline?

The CAQH Web site will include an online notice stating that the system is offline for maintenance and will be available on September 2, 2008.

Can a provider fax documents while the UCD system is offline?

Providers may continue to fax supporting documents and paper applications to CAQH, however faxes received after 7:00 p.m. August 20, 2008 will not be processed until September 2, 2008.

When can providers access the UCD database?

The UCD database is scheduled to be available to providers at 7:00 a.m. Tuesday, September 2, 2008.

Will there be changes to the UCD?

The Universal Credentialing DataSource will be renamed the Universal Provider DataSource.

Will passwords or usernames change after September 2, 2008?

There will be a one time requirement for providers to change passwords. The password update is a security enhancement requested by HCAS participating health plans. Providers will have 30 days from the date that they first enter the system after September 2, 2008 to reset a password.

How will a provider know how to change a password?

Providers will be prompted to change a password when logging into the system with an online description of password requirements. Passwords will contain 6-15 upper and lower case characters, including at least 1 digit, and may not be the same as the username.

Important CAQH Contact Information

What are the new Internet (URL) addresses for the CAQH system?

Effective September 2, 2008 the URL address for the UCD will be <https://upd.caqh.org/oas/>. The URL address for the Practice Administrator Module (PMM) will be <https://upd.caqh.org/pmm/>.



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What happens if a provider continues to use a previous URL addresses to access the UCD or PMM?

Providers will be redirected to the new URL addresses for several months after September 2, 2008. HCAS recommends that providers update Web browser bookmarks to the new addresses beginning in September.

Will the CAQH phone or fax numbers change?

The CAQH phone and fax numbers will remain unchanged.

What is the new support desk email address?

Effective September 2, 2008 the support desk email address will be caqh.updhelp@acsgs.com.

What are the support desk hours?

Effective September 2, 2008 the support desk hours will be Monday through Thursday 7:00 a.m.-9:00 p.m, and Fridays 7:00 a.m.-7:00 p.m.

Who do I contact if I have additional questions?

Providers may elect to visit the CAQH or HCAS Web sites at www.caqh.org/ucdstatus and www.hcasma.org, respectively for UCD availability status updates. Providers may contact HCAS at 617-246-5164 or at 617-246-6451 for additional assistance.