

## Checklist for Practice Administrators

***“Universal Credentialing DataSource gets me through the credentialing process faster.”***

### What you will need

To make this process even easier, we’ve developed the following checklist of items you’ll need to complete the application. Please gather the following information (if applicable) before you sit down and begin the online application:

- Your CAQH Provider ID number (located on this kit's cover letter)
- A previously completed credentialing application
- A list of all previous practice locations
- A copy of your curriculum vitae
- A copy of your medical license
- A copy of your DEA certificate
- A copy of your CDS certificate
- A copy of your IRS Form W-9
- Various identification numbers (UPIN, Medicare, Medicaid, etc.)
- A copy of your malpractice insurance face sheet and summary of any pending and settled cases

### Getting Started

**If you are entering credentialing information for an individual provider:**

- Open Internet browser
- In the address box located at the top of your browser window, type: [www.caqh.org/cred](http://www.caqh.org/cred)
- Select the “Registration” button
- Enter the provider’s CAQH Provider ID number (located at the top right of the cover letter)
- Complete the online application

**If you are entering credentialing information for multiple providers in your practice:**

The CAQH Practice Administrator Module—a feature of Universal Credentialing DataSource—will make your data entry task much easier. By creating a “template” with information that is common across providers in your group, you can “import” this generic record into an individual provider’s application.

Once you are ready to begin entering information:

- Open Internet browser
- In the address box located at the top of your browser window, type the following address:  
<https://caqh.geoaccess.com/pmm/>
- Register by establishing your username and password as directed
- Click “Tutorial” to view a demonstration of the Practice Administrator Module

### Questions?

If you have questions about the application process, please contact the CAQH Help Desk at 888-599-1771 or by sending an email to [help@caqh.geoaccess.com](mailto:help@caqh.geoaccess.com).

## **Frequently Asked Questions**

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### **Why is the CAQH Universal Credentialing DataSource important to me?**

Healthcare organizations such as health plans and hospitals evaluate physicians and other healthcare providers to confirm that the healthcare providers under contract are adequately trained, certified and/or licensed to provide care. One of the most important parts of the credentialing process is the collection and verification of vital data from the provider regarding his or her education, training, experience, practice history, location, disclosure of any issues impacting the ability to provide care and other background information. Credentialing consumes a great deal of administrative time on the provider's part.

The CAQH Universal Credentialing DataSource will greatly help reduce the amount of administrative time required in this process by using a uniform application. Providers need only fill out one application, which can then be shared with all the participating organizations with whom the provider contracts. A completed, currently attested file can be used by the credentialing organization at the time of recredentialing, eliminating the need for the provider to complete a lengthy form.

### **How will my confidentiality be maintained within the database?**

The confidentiality and security of provider information and the privacy of system users are critical priorities for CAQH. The CAQH Universal Credentialing DataSource is designed to be compliant with laws, rules and regulations relating to the privacy of individually identifiable health information. In addition, CAQH complies with applicable laws and regulations pertaining to confidentiality and security in the development of the database and the data collection process. The CAQH database is housed in a secure Network Operations Center, which is controlled by biometric hand scanners, and access is limited to engineers and monitoring staff. All network traffic to and from the center is routed through redundant firewalls for complete security to the database and online systems. Secure Internet accesses to application screens, use of passwords, electronic signatures/certificates, and powerful 128-bit Secure Socket Layer (SSL) encryption are used to ensure only authenticated use of the system. Only password -authenticated users have access to their restricted data over connections that automatically encode all information exchanges. Virus detection mechanisms are used to ensure that the database and the Websites are free of all viruses. Routine tape back-ups protect all volatile system data and are secured in an off-site storage facility.

### **Why do I need to review and attest to my information three times a year?**

Because many participating organizations use this system for recredentialing and ongoing updating of provider directory records, it is important that the database contains the most accurate and up-to-date information. You will be sent automatic reminders to review and attest to the accuracy of your data. This is easily accomplished through a quick online visit or by contacting the CAQH Help Desk at 888-599-1771. By checking and attesting to your data three times a year, participating organizations can access current information at the time of recredentialing or database updates, without having to contact you for the information. This will help you continue to comply with the requirements of each participating organization with which you contract.

### **Can I use the CAQH database to report any changes to my practice such as address, phone numbers, and new associates?**

Yes. You may make these changes at any time. Remember that only health plans and other organizations that participate in the CAQH Universal Credentialing DataSource and that you have authorized to access your information will receive any changes. You still need to contact non-participating plans directly.

### **Can any health plan access my data?**

No. You control which organizations have access to your application information. When completing the application, you will indicate which participating health plans and healthcare organizations will be authorized to access your application data.

## **What if I participate with a health plan that is not participating in the CAQH Universal Credentialing DataSource?**

If you are contracted with a health plan that is not participating in the CAQH Universal Credentialing DataSource, you can print a copy of the application and send it to that plan via mail or fax. All healthcare organizations and health plans are invited to participate in the CAQH Universal Credentialing DataSource, regardless of whether they are members of CAQH.

## **My practice uses the New Jersey Universal Physician Application.**

Physicians who elect not to use the CAQH Universal Credentialing DataSource can download a copy of the New Jersey Universal Physician Application by visiting <http://www.state.nj.us.health/>. If you or your practice uses this option, the application should be mailed directly to each individual health plan in which you are seeking to be credentialed or recredentialed.

## **I'm a MAC user. Can I access the online application?**

Yes. Other MAC users have found that using one of the following browsers allowed successful completion of their application. Those browsers are:

Safari – Apple Browser

<http://www.apple.com/safari/download/>

Netscape v7

<http://channels.netscape.com/ns/browsers/archive70x.jsp>

Internet Explorer for MAC

<http://www.microsoft.com/mac/downloads.aspx#IE>

If you find you have difficulty even after using one of the recommended browsers, please contact the Help Desk.