Enrollment and Credentialing Application Status Inquiries

This document describes the process for a provider to contact a health plan regarding the status of a credentialing application including the signed contract necessary for provider enrollment. Providers should allow a reasonable amount of time to pass so that primary source verification and enrollment processes can be completed before your inquiry.

If your question is specific to the status of a credentialing application, you may access your application via the CAQH website (https://upd.caqh.org/OAS/). Once in your individual CAQH record, go to the Start tab and select Your Activity Log.

Plan Name	Inquiries related to			
	How to join the network	General Inquiries about a	The status of a submitted	The status of a submitted
	(become contracted)	submitted credentialing	enrollment application	enrollment application and
		application	and contract for a new	contract for a provider
			provider joining the	already existing with the
			health plan for the first	health plan.
			time.	
Blue Cross	<u>Email</u>	<u>Email</u>	<u>Email</u>	<u>Email</u>
Blue Shield	ProviderApplicationStatus@bc	ProviderApplicationStatus@	<u>ProviderApplicationStat</u>	ProviderApplicationStatus@b
	<u>bsma.com</u>	<u>bcbsma.com</u>	us@bcbsma.com	<u>cbsma.com</u>
	800-316-2583	800-316-2583	800-316-2583	800-316-2583
				•
		Credentialing application		
		questions should be directed		
		to CAQH at 888-599-1771		
Boston	Email	Email	Email	Email
Medical Center	Provider Relations	providerprocessingcenter@b	providerprocessingcente	providerprocessingcenter@b
HealthNet Plan	Email:	mchp.org	r@bmchp.org	mchp.org
	Provider.info@bmchp.org	Credentialing application		
		questions should be directed		

	Provider Service Center 888-566-0008	to CAQH at 888-599-1771		
Fallon Health Plan	Email: askfchp@fchp.org 866-275-3247, Opt 4	Email: askfchp@fchp.org 866-275-3247, Opt 4 Credentialing application questions should be directed to CAQH at 888-599-1771	Email: askfchp@fchp.org 866-275-3247, Opt 4	Email: askfchp@fchp.org 866-275-3247, Opt 4
Harvard Pilgrim HealthCare	Provider Service Center 1-800-708-4414	Provider Service Center 1-800-708-4414 Credentialing application questions should be directed to CAQH at 888-599-1771	Email provider_callcenter@hp hc.org Phone 1-800-708-4414	Email provider_callcenter@hphc.or g Phone 1-800-708-4414
Health New England	Provider Contracting email: PContracting@HNE.com	Credentialing email: PROVCRED@HNE.com Fax: (413)233-2808 Credentialing application questions should be directed to CAQH at 888-599-1771	Provider Contracting email: PContracting@HNE.co m	Credentialing email: PROVCRED@HNE.com Fax: (413)233-2808
Network Health	Call Customer Service Dept (888-257-1985) or http://www.network-health.org/or Mail request to: Network Health 101 Station Landing, 4 th Fl Medford, MA 02155 Attn: Contracting Dept	Call Customer Service Dept (888-257-1985) Credentialing application questions should be directed to CAQH at 888-599-1771	Call Customer Service Dept (888-257-1985)	Call Customer Service Dept (888-257-1985)
Neighborhood Health Plan	prweb@nhp.org	Toll Free Ph# 1-855-444-4647 Credentialing application questions should be directed to CAQH at 888-599-1771	prweb@nhp.org	prweb@nhp.org

Tufts Health	➤ Call 888-880-8699 x2899	Call 888-306-6307 x3153	➤ Call 888-880-8699 or	Call 888-880-8699 or 888-
Plan	➤ Email your Credentialing	➤ Email your Credentialing	888-306-6307 x2169	306-6307 x2899
	Contact	Contact	➤ Email your	➤ Email your Credentialing
	➤ Visit	➤ Visit	Credentialing Contact	Contact
	www.tuftshealthplan.com	www.tuftshealthplan.com	➤ Visit	➤ Visit
	➤ If you would like to	➤ If you would like to	www.tuftshealthplan.co	www.tuftshealthplan.com
	establish a shared	establish a shared	<u>m</u>	If you would like to
	weekly email	weekly email	➤If you would like to	establish a shared weekly
	communication	communication	establish a shared	email communication
	document of all open	document of all open	weekly email	document of all open adds,
	adds, link, changes,	adds, link, changes,	communication	link, changes, please call
	please call us at the	please call us at the	document of all open	us at the number above,
	number above, ext.	number above, ext.	adds, link, changes,	ext. 2899
	2899.	2899	please call us at the	
			number above, ext.	

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