

CAQH ProView®

Frequently Asked Questions

This document was created using information provided by CAQH and supplemented by HCAS. It is intended to assist providers that utilize the ProView application system.¹

Question		Answer
1.	When will CAQH ProView launch and what is the web address to access the system?	<p>The launch date for CAQH ProView is February 23, 2015. CAQH is working diligently to ensure all providers, practice managers, and participating organizations have the necessary information to be prepared for launch and ongoing work in ProView.</p> <p>The ProView URL is https://proview.caqh.org.</p>
2.	How will CAQH ProView benefit providers?	<p>A range of new features will make it easier for providers to update data, reducing the time and resources necessary to submit accurate, timely data to organizations that require that information. CAQH ProView's time saving features for providers include:</p> <ul style="list-style-type: none"> • Complete and attest to multiple state credentialing applications in <i>one</i> intelligent workflow design. • Upload supporting documents directly into CAQH ProView to eliminate the need for manual submission and to improve the timeliness of completed applications. • Review and approve Practice Manager information before data is imported. • More focused prompts and real-time validation to protect against delays in data processing. • Self-register with the system before a health plan initiates the application process.

Question	Answer
<p>3. Will new usernames and passwords be required?</p>	<p>When you first login to CAQH ProView, you may see a prompt requesting you to update your username to make sure it complies with CAQH ProView requirements. Your new username must have at least eight characters and be a combination of letters and numbers without spaces or unique characters. If your username does not meet these requirements, you will be prompted to change it.</p> <p>You will also receive a prompt to change your password. All new passwords must be at least eight characters. When you reset your password, you will also select and answer three security questions.</p> <p>If you forget your password, you will need to answer these questions for CAQH ProView to identify you to reset the password.</p>
<p>4. Will any new additional questions and new required fields affect providers who are in "Complete" status prior to launch?</p>	<p>Once CAQH ProView launches, all providers who are in "Complete" status will remain in "Complete" status until they log in to CAQH ProView. When a provider first logs in to CAQH ProView, the provider will need to complete any newly required fields prior to re-attestation. Newly required fields will appear highlighted on the Review tab.</p>
<p>5. There are a number of elements necessary for primary source verification to occur that if missing result in outreach to the provider. HCAS suggests that providers pay special attention to the following fields that require a response.</p>	<ul style="list-style-type: none"> -the completion date for education -for board certified providers, the specialty and name of certifying board -an affirmative response if you plan to take a certifying exam -the start date of a new hospital affiliation -explanation if you are no longer affiliated with a hospital -malpractice claim settlement dates in mm/dd/yyyy format -work with your hospital to provide documentation demonstrating that you have hospital privileges
<p>6. How will addresses entered by the provider be validated?</p>	<p>The system will validate that all addresses entered by the provider conform to United States Postal Service standards.</p>
<p>7. How will the field data validation work for TIN, NPI and DEA numbers?</p>	<p>The system will validate if the provider name matches the TIN/NPI/DEA number and notify the provider if there appears to be a mismatch. The provider will be asked to review the information and to make any necessary changes. CAQH ProView relies on self-reported data, and providers will have the capability to override the system to correct their information.</p> <p>The data validation sources that will be used in CAQH ProView are as follows:</p> <ul style="list-style-type: none"> • NPI – NPPES • TIN – TinCheck • DEA - NTIS

Question		Answer
8.	What will be the frequency of the death registry validation?	Death registry validation will be conducted based on monthly feeds from the Social Security Administration master file.
9.	How does a provider self-register with CAQH ProView?	To self-register with CAQH ProView, a provider will need to complete an initial registration form on the system. This form will require the provider to enter identifying information, including an email address and an NPI number. Once the initial registration form is completed and submitted, the provider will immediately receive an email with a new CAQH Provider ID. The provider will then be able to login to CAQH ProView with this ID to create a unique username and password.
10.	How does a provider submit supporting documents with CAQH ProView?	Providers will be able to upload scanned copies of their supporting documents directly into CAQH ProView. Supporting documents will no longer need to be faxed or emailed. CAQH will review all supporting documents for accuracy within approximately 48 hours upon submission. A provider's application will be complete and available to any authorized participating organization after the provider has attested to the data and after all supporting documents have been received and reviewed by CAQH.
11.	Will practice managers be able to upload a provider's supporting documents using the practice manager module? Has the practice manager module been updated?	No. All supporting documents will need to be uploaded within the individual provider's profile. The practice manager module has been expanded to additional data elements that will aid practices and facilities upload information in 9 categories.
Technical Requirements		
12.	What are the system requirements for CAQH ProView?	CAQH ProView is compatible with many popular internet browsers. It fully supports the following browsers and versions: <ul style="list-style-type: none"> • Internet Explorer 8.0 and higher • Google Chrome 12+ • Mozilla Firefox 4.0+ CAQH ProView will include security enhancements that earlier versions of the browsers listed above may not support.
Additional Support		
13.	Where can I go if I have additional questions?	If you have additional questions about CAQH ProView, please contact CAQH at 888-599-1771 or email to upd@caqh.org .
14.	Are there additional training resources available to educate providers on how to use the ProView system?	A CAQH Getting Started Video and User Guide will be available from CAQH beginning in February. This information will be available at www.CAQH.org and on the HCAS credentialing resources page at http://www.hcasma.org/Resources.htm .

ⁱ Source: CAQH ProView® Frequently Asked Questions document, 11.14.14, supplemented by HCAS.