



HealthCare Administrative Solutions CAQH ProView Implementation

This document was created by HCAS to communicate and share updates regarding the CAQH ProView implementation. This document will also be made available on the HCAS website at www.hcasma.org/resources.htm.

November 4, 2015

License and Professional Liability Insurance. CAQH implemented additional programming logic to the license and professional liability insurance fields. If a provider's license or PLI information has expired, the provider will be asked to update the information prior to attestation.

Date Formats. CAQH updated the professional identification number issue and expiration dates from mm/yyyy format to mm/dd/yyyy format.

Credentialing Contact. The Credentialing Contact information is now required for a provider who indicates an inpatient only status.

Updated Document Screen. CAQH updated the ProView document submission screen with the following enhancements: (1) a red asterisk located next to a document type indicates that the document is required, (2) a document received by CAQH and undergoing the review process will be listed as "Received" under the document status column, and (3) the status for a document that requires attention will be highlighted in red.

"Save" and "Remove" Button Enhancements. The save and remove buttons allow users to save or remove information while continuing to work on the same page.

Status Bar. CAQH added a status bar to the provider's profile that is viewable on every page of the application. This new feature (1) reminds providers to attest after a user saves updates to the profile, (2) indicates if a required document is missing by displaying an "Incomplete" document status, and (3) shows the provider's application status.

June 1, 2015 Update

Provider Re-attestation and Complete Status Emails. CAQH has started to send the re-attestation reminder and complete application status emails to providers.

Primary Method of Contact CC Email Field. If a Practice Manager elects to be CC'd on CAQH ProView system emails, please enter the corresponding email address into the Provider's Account under the "Personal Information" section in the "Primary Method of Contact" CC email field.

"Processing Request" Error Message. Users were receiving the following message: *"An error occurred while processing your request. Click here to go back."* This issue has been resolved and CAQH will continue to monitor the system for this error. If you do receive this message, log out of your CAQH ProView account and then log back in.

Employment Information, Future Dates, and Military Information. In the employment information section providers now have the ability to enter future end dates within the work history section and the ability to add/remove military records.

Authorization Screen. Self-registered providers are required to complete the "Authorization" screen prior to the attestation process. This step is required to allow health plans to access information for the credentialing process. As a reminder, to access the authorize screen, click on the gear icon on the upper right hand side of the screen in the provider's profile and select "Authorize." Ensure that the appropriate health plan(s) are listed or the global authorization is selected and scroll to the bottom of the screen and click on the "Save" button.

Professional Liability Insurance (PLI) outside of the United States. Providers reported that under the PLI section that "State" was a required field, however, some PLI Companies are outside of the United States. This issue has been resolved by CAQH. The "State" field is no longer a required field if a PLI carrier outside of United States is entered.

CAQH Suggested fixes for DEA, NPI, or License Number. Provider identifiers such as DEA, NPI, or License Number are appearing in the "Review Tab" as suggested fixes even though these items are correct. Please confirm this information is correct to the best of your knowledge and continue to the next step of the data profile. Suggested fixes will not prevent you from completing the profile.

Document Review Process. CAQH will review all supporting documents for accuracy upon submission to confirm the document types, to ensure that the effective date is valid, and to verify a wet signature is present on the initial attestation form for new providers. This review process is conducted within approximately two days with an additional one day for the status of the profile to change to a complete status.

Email Identification. All system generated emails that are not supporting document related will include both the CAQH Provider ID and the provider's first and last name. The supporting document related emails (e.g. document failed) are generated from a different part of the CAQH ProView system and updates to these emails are more complex. CAQH is evaluating the development effort to add the CAQH Provider ID and provider name to the supporting document emails and will provide an update at a later date.

Call Center Update. Support Center wait times have decreased due to the implementation of a phone triage system and an increase in CAQH staffing. Beginning June 1st, CAQH will be sending out quality surveys to users in which this information will be used to improve the quality regarding issue resolution.

April 20, 2015 Update

Logging into CAQH ProView for the First Time.

- If you have previously used CAQH Universal Provider Datasource (UPD), then log into CAQH ProView for the first time using your current UPD username and password.
- For improved security, usernames in CAQH ProView must now consist of 8 characters and can be any combination of numbers and/or letters. Special characters like # or @ are not allowed.
- If your old username meets these requirements, it cannot be changed – you must continue to use the same password.
- However, if your old username does not meet these requirements, it must be changed after you log in.
- Users will need to answer three security questions and agree to the CAQH ProView Terms of Service.

Internet Explorer 8 Compatibility. While CAQH ProView was designed to be compatible with most Internet browsers, CAQH recommends upgrading to the most current version of Internet Explorer, Chrome or Safari, and using one of these browsers for the best performance. **Tip:** Optimize your web browser by clearing caches and cookies as this may help to improve browser performance.

Emailing Documents. An alternative to uploading documents directly into the Provider’s account is to email the documents to CAQH. Each document would need to be included as a separate file (e.g. a separate PDF file) and the email is limited to submission of up to 10 documents to be added to a Provider record. The email must include the CAQH Provider ID associated with the account. Please note that it may take longer for the practice to view the documents using the email submission process versus the document upload process. When emailing files to CAQH, please follow the CAQH ProView “Provider Email Coversheet.” These instructions have been placed on the HCAS website at www.hcasma.org/resources.htm.

Provider Education Section. The dropdown for Canadian education is grayed out and data cannot be entered directly using the dropdown feature. This issue is being corrected. An interim measure that may be utilized to enter education is to select “Non US/Canada Graduate” and enter the information for the Canadian graduate.

Primary & Secondary Hospital Affiliations. Users are no longer able to “switch” hospital affiliations by clicking either “primary” or “secondary” radio buttons. To edit data, the hospital information needs to be removed and re-entered into the appropriate listing. CAQH has investigated this issue and this request requires significant system redesign to this section. CAQH has added this request to the enhancement list, however, a fix will not be implemented until a future release later this year.

Adding New Providers. The CAQH ProView system includes new functionality allowing providers to start the CAQH process without initiating this process through a health plan. This functionality is available on the CAQH ProView homepage. *Tip:* To expedite the plan authorization process, it may be beneficial to utilize the “global authorization,” giving all healthcare organizations access to the provider’s information versus individually selecting each healthcare organization.

Authorization and Release Form for New Providers. There was an issue with the State Authorization and Release document uploads failing as the ProView system looked for 2 pages of the form. HCAS worked with CAQH to alter this requirement and only the signature page is required.

System Usability

- **"Remove" Button** - Providers can now remove data prior to completing attestation.
- **"Replace" Button** - Providers can now replace supporting documents on the "Documents" tab.
- **“Save and Continue” Button** - This function has been restored after implementing a system performance update. *Tip:* As you update information on each page, ensure you click on the “save and continue” button on the bottom of each page to ensure your information saves appropriately.
- **System Time-Out Extended** - CAQH has extended the session timeout to 45 minutes to assist users who remain on one page for a longer period of time.