



Provider Service Simplified

Helpful Credentialing Tips

HCAS participating health plans partner with CAQH® to collect and store credentialing information that includes application data and supporting documents. Here are some helpful hints for completing your application on CAQH:

Important Reminders

- Click the audit button at the bottom of each page. This will highlight required fields with a red asterisk. Fields that are not highlighted are optional.
- When updating any information on the application, be sure to re-attest by clicking on the attest button at the top of the toolbar. (Note: when faxing information such as your authorization to release form to CAQH, CAQH requires you to go on-line to complete the process by re-attesting to the new information in your provider record.)
- Every 120 days you will receive a reminder to review your data and reattest. This ensures your data is current and up to date when health plans access data for recredentialing.
- HCAS participating health plans do not use CAQH for demographic changes, such as a change in billing address. Please submit these changes directly to the health plans you are contracted with via each plans' specific demographic data maintenance process. Questions regarding plan-specific procedures should be directed to a health plan's provider enrollment department.
- If you are an Advanced Practice Nurse please indicate your collaborating physician name on the detail screen.
- If you do not have admitting arrangements at a participating hospital please provide who admits for you.
- If you are an Optometrist please fax your Massachusetts Controlled Substance Registration certificate to CAQH when completing your Initial or Recredentialing application.

Before attesting to the data within your application, please confirm that the following information has been updated.

- Professional Liability Insurance Screen: Start and end dates of professional liability coverage.
- Professional IDs Screen: Current License, and DEA expiration dates.
- Credentialing Screen: Credentialing contact information for follow-up inquiries.
- Board Certification Screen: If board certified, provide certification board and specialty.

- Professional Affiliations/Work History Screen: Start and end dates of work history.
- Professional Affiliations/Work History Screen: Provide explanation for gaps in work history greater than six months.
- Practice Locations: List all practice locations.
- If submitting a CV as an attachment, ensure current employment information is populated and the dates are in a month/year format (Example: 1/1).