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 using the ProView system:

Important Reminders

- Review questions denoted by an asterisk "*" that must be completed within the application process.

- When updating information on the application, be sure to re-attest by clicking on the attest button. (Note: when uploading documents electronically, such as adding your authorization to release form to CAQH, complete this 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 the recredentialing process.

- 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 are an Optometrist please upload your Massachusetts Controlled Substance Registration certificate to CAQH online 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.

- Hospital affiliation(s), if applicable to your provider type.

- Professional Affiliations/Work History Screen: Start and end dates of work history in month/day/year format.

- Professional Affiliations/Work History Screen: Provide explanation for gaps in work history greater than six months.

- Review disclosure questions 17 and 20 carefully as prior year responses may require updating.

- Practice Locations: List all practice locations.

- If submitting a CV as an attachment include current employment information and submit dates in a month/day/year format (Example: 1/1/2014).

For inquiries on how to use the ProView application system, please contact the CAQH helpdesk at 888-599-1771.