



HealthCare Administrative Solutions Update – October 2008

Notice of Application Submission Changes Effective 1/1/09

BACKGROUND

- HCAS participating health plans partner with the Council for Affordable Quality Healthcare (CAQH®) to collect and store credentialing application data and supporting documents.
- Using the CAQH process, providers submit credentialing information using one of three methods: submitting data online; calling the CAQH support desk; or submitting paper applications (accepted for a two-year period January 1, 2007 through December 31, 2008).

PROCESS UPDATE

- Beginning January 1, 2009, a process to submit paper applications to CAQH will no longer be available for most users.
- *Existing CAQH users* may update credentialing information using the online method or may call the CAQH support desk for assistance.
- *New CAQH users* may submit credentialing information using the online method or may submit paper applications; however, the mode of transmission will change. Applications may be submitted by facsimile transmission only.

QUESTIONS & ANSWERS

Why is this change being made?

During the implementation process, HCAS provided a temporary method to accept paper applications by mail for a two-year period, from January 1, 2007, through December 31, 2008. It was offered to assist providers in the transition to the streamlined application process using CAQH.

What are the benefits of completing the application online versus submitting a paper application to CAQH?

Providers are encouraged to complete the online credentialing application for a faster and more accurate process. The online method simplifies the task of data submission with features to ensure that the application is completed before ending the data entry session.

How will providers who do not have online access be able to update credentialing information?

Providers may call the CAQH support desk at 1-888-599-1771 to update their information.

Can providers new to CAQH submit a paper credentialing application?

After receipt of CAQH welcome materials, providers who are new to the CAQH system may submit a completed credentialing application and supporting documentation via facsimile transmission to 1-866-293-0414. However, providers who have data residing within the CAQH system may utilize the online method or may call the CAQH support desk.

How can a provider obtain assistance in completing the application process?

Providers may contact the CAQH support desk at 1-888-599-1771. Additional information on the credentialing process may be accessed on the HCAS Web site at www.hcasma.org.