



Council for Affordable Quality Healthcare, Inc. (CAQH®) Provider Credentialing and Recredentialing Frequently Asked Questions (FAQ)

This FAQ document will continue to be reviewed and updated frequently in order to provide the most current and pertinent information.

Q: What is CAQH?

- A. The Council for Affordable Quality Healthcare (CAQH) is a nonprofit alliance of health plans and trade associations designed to simplify health care administration.

Q: What is CAQH ProView™?

- A. CAQH ProView (ProView) is an online provider data-collection service, formerly known as the Universal Provider Datasource, UPD. It streamlines provider data collection by using a standard electronic form that meets the needs of nearly every health plan, hospital, and other health care organization. ProView enables physicians and other health care professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database, then authorize health care organizations to access that information. ProView eliminates redundant paperwork and reduces administrative burden.

Q: How do physicians and other health care professionals control who can access their information?

- A. This can be updated on the ProView's "Authorize" page. Physicians and other health care professionals are required to indicate which participating health plans and health care organizations can access their data. Only organizations they authorize can access their information.

Q: Is there a cost associated with using CAQH?

- A. No. CAQH ProView service is available at no cost to participating providers.

Q: How do physicians and other health care professionals complete the CAQH ProView data collection process?

- A. Providers can complete the process in five simple steps:

- Register for CAQH ProView
- Review and complete the online application
- Authorize access to "Beacon Health Options"
- Verify data entry and complete attestation
- Submit supporting documentation

Please Note: Providers are also required to submit a Disclosure of Ownership form directly to Beacon Health Options, Inc. (Beacon), or upload to CAQH as a supplemental document via the "Documents" tab. The Disclosure of Ownership form can be downloaded from our website at: www.beaconhealthoptions.com/providers/beacon/forms/administrative-forms.



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Q: Does Beacon require network providers to use CAQH?

- A. CAQH is the preferred method for submitting credentialing information and demographic updates to Beacon. While CAQH participation is strongly recommended for Beacon providers, is not a requirement at this time.

Q: Is CAQH a confidential and secure website? If so, who will have access to my data housed on CAQH?

- A. Confidentiality and security of information is a priority for CAQH. In addition, CAQH complies with applicable laws and regulations pertaining to confidentiality and security in development of the database and the data collection process. Only health care organizations authorized by the provider to access their information will have access to that information.

Q: Does the CAQH application comply with NCQA and other accrediting bodies?

- A. Yes. The CAQH ProView data set meets the data-collection requirements of URAC, National Committee for Quality Assurance (NCQA), and Joint Commission standards.

Q: Can a provider use CAQH for state-mandated applications?

- A. Yes. In states where legislation has passed mandating the use of a standard credentialing application form (e.g., TX, TN, MD, CO), the data collected through CAQH and the ProView data collection process will include the data elements and/or form as is required by the state. In addition, there may be additional documents based on your state's requirements. Please review www.beaconhealthoptions.com/providers/beacon/forms/administrative-forms to see if your state has particular documents required for this purpose.

Q: How often should providers update their information on CAQH?

- A. Providers should update their information on CAQH whenever something changes. CAQH participating providers automatic reminders to review and attest to their data on ProView every 120 days (180 days for providers practicing in Illinois). As an NCQA accredited organization, Beacon also adheres to the requirement to recredential our network every three years.

Q: Can facilities contracted with Beacon utilize CAQH to credential or recredential with Beacon?

- A. No. ProView can only be used by physicians and other health care professionals.



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Q: Can Groups contracted with Beacon utilize CAQH to credential or recredential with Beacon?

- A. Yes. Each individual practitioner would need to register for CAQH and authorize Beacon to access their CAQH application.

Q: What if I recently submitted my completed Beacon recredentialing application? Is there anything further I need to do?

- A. No. You do not need to do anything further if your application was complete and all supporting documents were submitted.

NOTE: If you have a CAQH number and have not notified us, we would like to document that number in our system. Please contact the Beacon National Provider Services Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday-Friday to provide us your CAQH number.

Q: I am a Beacon network provider and already registered with CAQH. What do I need to do?

- A. If you are already a registered CAQH user and Beacon network provider, you will need to give authorization to release your application to Beacon. Please approve the request and make your information available to Beacon for review. In addition, be sure your information and attestation within ProView is updated and complete.

Q: I am interested in joining the network and already registered with CAQH. How will I know when to complete a CAQH application?

- A. If you are interested in joining the Beacon network, visit our website for additional information: www.beaconhealthoptions.com/providers/how-to-become-a-provider/. In addition, if you receive an email from CAQH asking you to authorize Beacon to view your application, approve the request and make your information available to Beacon for review. In addition, be sure your information and attestation within the UPD is updated and complete.

Q: I am currently a network provider and never used CAQH before. What should I do?

- A. If you are already a Beacon network provider and have never used CAQH, visit proview.caqh.org/PR/Registration. Once complete, call the Beacon National Provider Services Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday-Friday with your CAQH ID number.



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Once registered, you will receive a letter from CAQH with your password and ID. Log on, complete your application, upload any additional supporting documentation to the CAQH data center, and authorize Beacon to view your application. Providers can also call the CAQH Help Desk at 888-599-1771 or email providerhelp@proview.caqh.org.

- Q: With the CAQH ID, does Beacon retrieve the information from CAQH on behalf of the provider?**
- A. Beacon can retrieve credentialing information and demographic updates from CAQH once the provider has authorized access to "Beacon Health Options."

CAQH Contact Information

Q: How do I contact CAQH with questions?

- A. You can email the CAQH help desk at providerhelp@proview.caqh.org or call 888-599-1771.

Q: How do I submit credentialing/recredentialing supporting documentation to CAQH?

- A. Supporting documents should be faxed toll-free to CAQH at 866-293-0414.

CAQH Resources

Q: Where can providers find additional information about CAQH?

- A. Additional information about CAQH can be found here:
- CAQH website – www.caqh.org
 - ProView User Guide – www.caqh.org/ProView/PracticeManager-UserGuide.pdf