



# Credentialing News for You

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## Completing the Initial Credentialing Packet—FAQs

**Bonnie Chapman**

Below is a list of frequently asked questions related to completing the Initial Credentialing Application Packet. This *CVO Application Packet* can be found on our list of links to the right of our Credentialing section of the website under “Forms & Documents”.

This packet is similar to that of completing a job application. With that in mind, it is our goal to make the initial credentialing process as easy and as painless as possible. That way your final presentation will appear professional and complete with all the necessary information required to make the credentialing process as timely as possible. If, after reading this FAQ, you have additional questions please feel free to contact me.

### **Q. I don't know if I have a CAQH ID, how do I find out?**

A. Call the CAQH Help Desk at 1-888-599-1771 and they will ask you some identifying information to see if they can locate you in the Database. If you don't have an ID Number the Help Desk will not create one for you. You will be asked to contact an Insurance Company to create an ID Number. In this instance call the OhioHealth Group Credentialing Services office at 614-566-0010 to obtain an ID Number. We will need your birthday, social security number, and your primary practice address and phone number.

### **Q. I have a CAQH ID Number but how do I get a username and password to log in?**

A. You will need to contact the CAQH Help Desk at 1-888-599-1771 to request a username and password. Please note that your office manager will not be allowed to request this information on your behalf. The Help Desk will only release this information to the practitioner.

### **Q. I don't have the Malpractice Facesheet for the Practice I'm joining and this needs faxed into CAQH. What do I do?**

A. Please contact the OhioHealth Group Credentialing Services office at 614-566-0010 for assistance.

### **Q. Do I have to update my practice information in CAQH with the new group I'm joining?**

A. Yes. We will need to know what group you are joining and the specifics such as start date, primary and billing addresses. If there are issues with the current group's knowledge of you leaving please contact the OhioHealth Group Credentialing Services office at 614-566-0010 for assistance.

### **Q. There are 2 references requested in this application and 3 references listed on CAQH. Can I use the same ones?**

A. No. If you are applying for privileges with one or more of the OhioHealth Hospitals, it is required to have 5 references with the application. They will need to have observed you in the past 3 years and be of the same discipline as you. It would also be helpful to include fax numbers or email addresses of the references otherwise there will be a delay if we need to mail the request. Please also contact your references and let them know they will be getting a request and to respond as soon as possible. Failure to do these things will cause a delay with your application process.

## FAQs—Continued

### **Q. I have settled claims, does this need to be listed on CAQH?**

A. Yes. All claims against you within the last 10 years, regardless if they are pending or settled, need to be listed on the CAQH Application. ***To avoid a delay in processing your application make sure you have provided enough information on all of your malpractice claims on the CAQH application.***

### **Q. Who is my Credentialing Contact on CAQH?**

A. This is the office manager at the practice you are joining. Please note that any Insurance Company you are credentialed with will contact this person regarding your credentialing process at their entity. If you are in a solo practice and do not have an office manager then enter your information in this section.

### **Q. What are all the steps in completing my CAQH Application?**

A. There are 4 steps to the application process.

Enter your information in all the sections of the online application.

Once all data entry has been entered, you will need to perform an audit of the data. If there is any information in the required fields those will need fixed before progressing any further.

Once the audit is complete you will need to attest the application. It is at this time the data will be “entered” and appear complete.

Once you attest the application you will be asked to fax supporting documents into CAQH. Follow all the steps provided by CAQH.

Print the Attestation & Release Form. Sign and Date the form.

Print your Fax Cover Sheet

Gather up your supporting documents, including the Attestation & Release form and your DEA and Malpractice Facesheet.

Complete the Fax Cover Sheet following the guidelines listed.

Fax your supporting documents into CAQH.

It will take at least 24 to 48 hours for CAQH to show receipt of your documents. When logged into your CAQH application you can click on the Activity Log to find out if all documents were received by CAQH.

### **Q. I'm being told my CAQH Application is not complete, but I've done everything. What's wrong?**

A. It could be that you did not attest your application. If you don't attest the application it will not show complete. It could also be that one or more of your supporting documents were rejected by CAQH. Looking at your Activity Log will show if all documents were accepted.

### **Q. Why is my fax I sent for supporting documents being rejected by CAQH?**

A. It's possible the Attestation & Release form wasn't dated, or a supporting document wasn't readable. If a document was rejected contact the CAQH Help Desk at 1-888-599-1771 to find out why.

### **Q. How do I Re-Attest my CAQH Application?**

A. Every 120 days your CAQH application will need to be re-attested to remain in a current status. If your application doesn't remain current it will end up in an expired status and an entity you are with will not be able to process your application. When you log into your CAQH you will see a bubble to re-attest the application. Click on this bubble and follow the steps that are prompted.

### **Q. I am coming from out of state, how do I change my primary practice state to Ohio?**

A. In the very beginning part of your application process you will see a section for the provider type and primary practice state. Make sure this is listed in Ohio. Some states have a state mandated application and in that instance we can't credential your application until it's an Ohio application. Please note you will be required to also sign/date and fax an updated Attestation & Release form if you are coming from out of state. ***Failure to do this will delay your credentialing process.***

### **Q. The Checklist in this packet says I need to include a Professional Photograph. Is this really needed?**

A. Yes, if you are initially applying to any of the 5 Central Ohio OhioHealth hospitals and do not have a professional photo on file with OhioHealth Media Services you are required to submit a professional photograph of yourself from the shoulders up. Please contact the OhioHealth Group Credentialing Services at 614-566-0010 for the options available but this must be included with your packet. ***Failure to do this will delay your credentialing process.***

### **Q. This application packet includes a Claims History release form that needs sent to my carriers. Do I need to send this?**

A. Yes. Verification of your malpractice claims history from the carrier is a requirement of the credentialing process when you are initially applying to any of the 5 Central Ohio OhioHealth hospitals. Please send this release form to all of your carriers you have had in the past 5 years including your Residency and Fellowship programs. ***Failure to do this will delay your credentialing process.***

## Don't Fall Behind on CAQH

Lori Henry and Deb Jacobsen

Here is a handy checklist to help you clean out those cobwebs and dust bunnies from your CAQH application. When re-attesting on CAQH, please update the following:

- Review Attestation Questions for Correctness –has there been any changes within the last 180 days, i.e. malpractice?
- Home Address
- Practice Address(es) – include all locations the practitioner can potentially see patients
- Phone and Fax Numbers
- Tax IDs
- Office Contact with Email Address
- Billing Contact
- Payment / Remit Address
- Work History
- Malpractice Claims History
- Board Certification—if any changes
- Hospital affiliation—if any changes

Please remember to fax the following current documents to CAQH:

- Insurance Policy / Certification of Insurance
- DEA

It is very important to re-attest before exiting CAQH or the updates will not be saved.



## Area of Interests

Lisa Gillenwater

Did you know that OhioHealth Group is tracking the Areas of Interests of its practitioners? There are two options to inform OhioHealth Group of the practitioners' Interests – Go to Section 3 of the CAQH application and enter the information; or fax the information directly to OhioHealth Group at 614-566-0401. The Areas of Interest is different from the specialties because it can better define what the practitioners' practice. This information can better help the practitioners serve their patients.

