



Credentialing News for You

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CAQH and the Practitioner

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In our first newsletter we provided an introductory of the initial credentialing process for newly graduating practitioners that will be joining a practice and will apply for hospital privileges at one or more OhioHealth hospitals and / or membership with OhioHealth Group (HealthReach / HealthReach Preferred) and / or The Medical Group of Ohio. For this newsletter we will provide a more detailed article on completing the CAQH application.

OhioHealth Group Credentialing Services implemented the new credentialing forms, processes and timelines that resulted from the passage of Ohio's Health Care Simplification Act (HB 125). As a result of this change, OhioHealth Group Credentialing Services is participating with the Council of Affordable Quality Healthcare (CAQH) Universal Credentialing Database initiative. This is an online service where practitioners can provide standardized credentialing information to multiple organizations without filling out multiple forms. Simply enter your information into the database and authorize users to access it.

CAQH has a wonderful Reference Guide that may be of assistance to you in completing of the application. I suggest you take a look at this reference guide to help you become familiar with the CAQH. The Reference Guide can be found on the main website page at <https://upd.caqh.org/oas>.

Getting a CAQH ID:

Every practitioner must have a CAQH ID to complete an application. If the practitioner does not have a CAQH ID Number and will be credentialed with one or more OhioHealth hospitals and / or membership for the managed care products, contact our office at 614-566-0010 Option 2 to request an ID Number.

Registration:

Open your Internet Browser and enter the following URL in the Address bar: <https://upd.caqh.org/oas>. For a new CAQH ID, you can click on the "Logging in for the first time?" link on the main CAQH website and follow the prompts to try and create your personal username and password.

If the practitioner does not know his/her personal username and password to an already existing CAQH ID he/she can contact the CAQH Help Desk at 1-888-599-1771 to obtain this information. Please note that the Help Desk will not provide this information to anyone other than the practitioner.

Completing the CAQH Application:

Once you get through the registration of your CAQH it is now time to enter the information into your application. Gather all of your information on practice, education, licenses, boards, malpractice, claims history, hospital affiliations, work history, current peer reference (a detailed list is provided below) as this information will be needed. A current CV may be helpful in completing the CAQH application. Prepare to take at least 2 hours to complete the CAQH.

The Start Page: From the start page you can click on various bubbles to complete your application, view your activity log, re-attest your application, print your ap-

plication and a tutorial to learn more about the CAQH. You also have tabs at the top of the page where you can move through the specific sections of the application, log out of the CAQH, edit your account (password changes, etc) and contact CAQH directly.

Remember that as you move through the system, be sure to use the NEXT, BACK or AUDIT buttons *before* leaving a page where you have entered or changed data to ensure the information is saved.

The Prepare Tab: Use the prepare tab to begin the application entry process or to make changes to your provider type, primary practice office state or hospital-based provider information.

The Answer Tab: The answer tab will be your application. As you complete each page, use NEXT to move to the next page or section of information. You may click AUDIT before leaving the page to identify any errors or missing information on that page.

There is also a drop down menu that will take you to each section of the application. This is helpful if you need to go back to a previous section and then return to your current place.

It is very important to put a lot of thought in completing your CAQH application. Below is some information to remember when completing the application.

State License(s) – List every license the practitioner has ever had including inactive or active licenses.

CDS Certificate – This is NOT the DEA Certificate. This is a separate certificate that is required in some states.

Education/School – There is a drop down menu for a list of schools or you can free text the school information.

Internship/Residency/Fellowship – Grant/Riverside are entered

together and we have re-requested CAQH to separate them in their future updates. Please free text the individual hospital information.

Program Director – List the Program Director for all locations where this is asked. Please provide fax numbers for the Program Directors.

Specialty – List both primary and secondary specialties and in-



dicating which you prefer to be listed in the directory.

Credentialing Contact – Enter information for the person at that practice location who is responsible for answering questions on the practitioner's application.

Office Information – Enter current practice information that the practitioner is joining, with a start date (mm/dd/yy). Enter every location where the practitioner will see patients. Enter the complete

billing address you want listed for claims processing.

Hospital Affiliations – Grant/Riverside are entered together. Please free text the individual hospital information. The primary hospital must be a current hospital for the practitioner that relates to the current practice location. Hospitals that are no longer active can't be listed as primary. List every hospital where the practitioner ever had privileges/membership. Include the Department Director's name and fax number for all hospital locations.

Malpractice/Liability Insurance – Follow instructions listed on the application. Click "add" to enter other current, future or secondary professional liability carrier(s). Enter previous carrier information if you have been with your current carrier for less than ten years. Note: A longer period may be required by your healthcare entity. If you are in the process of obtaining malpractice coverage for a group / employer and you do not yet have malpractice coverage, please list "not insured" on the CAQH application. It is a requirement that you provide adequate malpractice coverage prior to the decision making process with any entity we credential on behalf.

Complete Work History: Follow the instructions listed on application. Enter both your current and your prior work history. List the reason for leaving previous employment. Make sure to include the dates you started and left the location (mm/dd/yy). Include all history from medical school to present; identifying

any gaps longer than two weeks.

Peer References – Please provide three professional references that are not colleagues in the practitioner’s own group practice and are not relatives. All references must have observed you in the last three years. If you have been out of training for less than one year one of your references must be the program director from your residency. Include all information about your references including phone number, fax number and email address. If you are applying for hospital privileges with an OhioHealth Hospital an additional packet will be required for completion that includes a request for two additional references. Make sure these two references are separate from those that are listed on the CAQH. Duplicating references, or failure to provide fax numbers, will delay the credentialing of the application.

Disclosure Questions – Any questions answered yes must have a full explanation.

Malpractice Claims History – Include all malpractice claims filed in the last 10 years. Make sure to complete all information about your claims history and be specific about the details on the claim. Include correct amount filed.

The Audit Tab: When all sections of the answer tab have been completed, choosing next on the last page takes you to the audit tab. The audit process checks your data and flags areas where problems are found. If required fixes are found these must be corrected before your data entry will be accepted.

The Authorize Tab: The authorize

tab is used to authorize the release of the data to participating healthcare organizations. There are two ways to give your authorization. A global authorization will authorize your application to be viewed by all of the healthcare organizations listed and to any healthcare organization in the future that represents to CAQH that the practitioner is a participating provider or in the process of being credentialed as a participating provider. You may also do line item authorization by individually selecting the participating healthcare organizations you authorize. If you choose this option you will receive notification every time any new healthcare organization requests authorization to view your application. Until you do so they won’t have access and your credentialing with that organization will be delayed.

The Attest Tab: The attest tab is used to review the practitioner’s data summary and certify that the information provided is true, correct and complete to the best of the practitioner’s knowledge. Make sure you do not have pop-ups blocked on your computer or this process will not work! Also, make sure that you have Acrobat Reader loaded on your system. Note: Until you attest your application the data entered will not come over on the website to show that this part of the process was completed.

The Attachments Tab: Until the application can be considered complete there are attachments required that must accompany the online data entered. From the attachments tab print, sign and date the authorization attestation and release form. Print the fax cover sheet. At the bottom of the attachments page are the documents missing section that lists what supporting documents are needed to complete the application. Assemble your documents behind your fax cover sheet. Make sure you complete the

information on the fax cover sheet about the documents you are submitting. Fax the entire set to the number indicated on the attachments page and the fax cover sheet. You may go to your Activity Log to monitor that all documents are received by CAQH. If a document is not accepted, CAQH will indicate in the audit log that the fax was rejected. It will be up to you to contact CAQH directly to find out why. Until all documents are faxed into CAQH the application will be considered incomplete and will not be processed for credentialing.

Re-Attesting Your CAQH: *You will need to re-attest the CAQH application every 120 days to make sure the application / attestation remains current. CAQH will send reminders to the email addresses listed on the “Edit Account” tab. On the Start Page there is a Re-Attest bubble that you can click on to direct you to the Attest section to re-attest the application. Make sure that you also have current DEA and Malpractice information on the application when these expire. If you do not update these documents the practitioner’s application may become incomplete with a healthcare organization.*

