CAQH Education Guide

Question	Answer
1. What is CAQH?	CAQH ProView – previously known as CAQH Universal Provider Datasource – is an online provider data-collection solution. It streamlines provider data collection by using a standard electronic form that meets the needs of nearly every health plan, hospital and other healthcare organization. CAQH ProView enables physicians and other healthcare professionals in all 50 states and the District of Columbia to enter information free-of-charge into a secure central database and authorize healthcare organizations to access that information. CAQH ProView eliminates redundant paperwork and reduces administrative burden. CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans. For more information, please visit www.CAQH.org.
2. What business challenge does CAQH ProView help solve?	By streamlining data collection electronically, CAQH ProView reduces duplicative paperwork and saves millions of dollars of annual administrative costs. This benefits both the 1.2 million healthcare providers and more than 700 participating health plans, hospitals and other healthcare organizations that use CAQH ProView.
3. What administrative processes does CAQH ProView help simplify?	CAQH ProView is the trusted source and industry standard for collecting provider data used in credentialing. In the future, this data can also be used for claims processing, quality assurance, emergency response, member services and more.
4. Why is administrative simplification for credentialing an important issue?	Administrative simplification of the credentialing process helps providers increase their compliance with an organization's requirements. The paperwork associated with credentialing is a time-consuming task facing physicians, other health care providers, practice managers and healthcare organizations. A typical healthcare provider contracts with 10 - 20 healthcare organizations, each requiring the provider to complete an extensive credentialing application. CAQH ProView simplifies the process by enabling providers to submit one standard credentialing application to a single source, the CAQH ProView credentialing application database, to satisfy the credentialing requirements of participating health plans. This significantly reduces the administrative requirements associated with the credentialing application process.
5. Where can I get additional information about this solution?	Please visit https://proview.caqh.org/po for more information on CAQH ProView.

6. How do physicians and other healthcare professionals complete the CAQH ProView data collection process?	Completing the online form requires five steps: 1. Register with CAQH ProView, https://proview.caqh.org/pr 2. Complete the online application and review the data. 3. Authorize access to the information. 4. Verify the data and/or attest to it. 5. Upload and submit supporting documents.
7. Why does CAQH ProView ask for such detailed provider and practice information?	Detailed practice information helps ensure that CAQH ProView participating health plans, hospitals, and other healthcare organizations can obtain all the information they need without having to conduct any follow up with physicians or other healthcare providers. The form's broad scope also ensures that participating organizations can better maintain and improve provider directories and data systems.
8. Do providers need to complete their entire profile?	Yes. Providers must complete all profile questions; however, the system is designed to allow you to complete your profile over time. The CAQH ProView profile will present questions that are relevant to a particular specialty, provider type and practice location(s). You can stop any time, save what you have completed, and return later to finish the process. The entire profile must be completed prior to your verification of its accuracy, and before the participating health plans you have authorized can access it.
9. Can any organization access a provider's data?	No. The provider controls which organizations have access to the information. When completing the CAQH ProView profile, providers indicate which healthcare organizations and health plans are authorized to access the data.
10. Do physicians and other healthcare professionals need to notify CAQH ProView participating organizations that they have completed their CAQH ProView profile?	No. Organizations authorized to view completed data will automatically be notified.
11. Which departments within a participating organization are affected by CAQH ProView?	As CAQH ProView continues to add new functionality, credentialing, quality assurance, claims, member services departments and others will be able to benefit from the rich provider data in CAQH ProView.
12. Is Primary Source Verification included as part of CAQH ProView?	No, Primary Source Verification is not currently part of CAQH ProView. This solution currently addresses only the data collection part of the credentialing process. Health plans and other related organizations independently perform primary source verification on certain data that is collected, as well as make their own decisions about whether a provider meets that organization's standards for participation.

13. Are all physicians and other healthcare professionals required to use CAQH ProView?	No. Participation in CAQH ProView is completely voluntary. All health plans and healthcare organizations may use and benefit from using CAQH ProView but are not required to do so. Some health plans and other healthcare organizations have requested that their network providers use CAQH ProView starting with their next re-credentialing event. Click here for a list of CAQH ProView-participating organizations or call the CAQH ProView Support Desk at 1-888-599-1771. Provider relations staff can also provide this information.
14. How much does it cost to access CAQH ProView?	There is no cost for physicians and other health care providers to use CAQH ProView. Health plans and other healthcare organizations using CAQH ProView pay administrative fees and an annual fee per provider to access the database. For more information contact CAQH at 1-202-517-0384 or email Ask.ProView@caqh.org.
15. Who do I contact for administrative support questions when utilizing the system?	Contact the CAQH Help Desk: **Providers:** Email providerhelp@proview.caqh.org or call: 888-599-1771. **Participating Organizations:** Email accounthelp@proview.caqh.org or call: 888-600-9802. Help Desk hours are: Monday – Thursday: 7 AM – 9 PM (ET) Friday: 7 AM – 7 PM (ET)