CAQH® Online Credentialing System—FAQ

Molina Healthcare of Illinois (Molina) understands the scope of administrative duties performed by providers and their office staff. We therefore partner with organizations to help you perform these tasks more efficiently, so you can get back to the business of improving the health of our members.

Molina manages three lines of business in Illinois: Medicaid, MMAI (Duals), and Marketplace. Medicaid providers need not complete the credentialing process. MMAI providers **not** enrolled with the Illinois Department of Healthcare and Family Services (HFS) **must** complete the credentialing process. All Marketplace providers **must** complete the credentialing process.

Q: **What is CAQH?**

A: The Council for Affordable Quality Healthcare (CAQH) is a nonprofit alliance of health plans and related associations working together to achieve the shared goal of streamlining the business of health care. Its mission is to improve health care access and quality for patients, and to reduce administrative requirements for physicians, other providers, and staff. Molina and the participating organizations provide health care coverage for 75 percent of the insured U.S. population.

CAQH's technology-enabled solutions, operating rules, and research help Molina and the other health plans,1.6 million providers, government entities, and vendors to connect, exchange information, and operate more efficiently.

Q: **What is CAQH ProView®?**

A: CAQH ProView® is a trusted source and the industry standard for self-reported provider data, used by more than 1.6 million health care providers nationwide. CAQH ProView continues to be the premier credentialing tool. Plus, it can also be used for network directories, claims processing, quality assurance, emergency response, member services, and more.

Q: **What is the cost for providers to use ProView?**

A: Nothing—providers use ProView free of charge.

Q: **Do accrediting bodies support the CAQH application?**

A: Yes. The National Committee for Quality Assurance (NCQA) reviewed CAQH ProView, DirectAssure, and CAQH ProView for Groups. NCQA stated, "In addition to increasing efficiency in credentialing and network operations, these solutions are beneficial to NCQA customers in supporting accreditation." Read more.

Q: **Why did Molina Healthcare choose to work with CAQH?**

A: CAQH is a proven solution for simplifying administrative burdens providers experience during credentialing and recredentialing. The easy-to-use online data collection and application process means less paperwork. Plus, it uses built-in auditing tools to help increase efficiency and maintain data security and integrity for our valued providers. This saves you time and precious work-hours.

Q: **Does Molina require providers to use CAQH ProView?**

A: Yes. All providers credentialing or recredentialing **must** use this method.

Q: **Do I need to be listed in Molina's roster to input my information into the CAQH ProView Roster?**

A: When you apply for network participation, Molina will add you to our roster. If you do not have a CAQH ID number, CAQH will send you a registration letter with your ID. If you already have a CAQH ID with complete and current information **and** you have authorized Molina, CAQH will provide your information to us.

Q: **What do I need to do if I am already a Molina network provider?**

A: If you already have a CAQH ID number, you may update your information at any time. Molina will roster you in advance of your next recredentialing due date. If you do not have a CAQH ID number, CAQH will send you a registration letter with your ID.

Q: **How do I access the CAQH ProView database?**

A: Once you are rostered by Molina, CAQH will send you access and registration instructions. You may submit your completed application online and **fax** supporting documents to **(866) 293-0414**. If you have questions about the database, contact the CAQH Help Desk at **(888) 599-1771** or caqh.updhelp@acsgs.com. You can also [log in for a live chat](#).

Q: **Is the CAQH database applicable in states with a state-mandated application?**

A: Yes. In states where legislation has passed that mandates the use of a standard credentialing application form, the data collected through CAQH will include the data elements and/or form as required by the state. The system will automatically ask the necessary questions to fulfill the requirements for the state in which your primary office address is located.

Q: **Will I be required to give Molina information to supplement what I entered with CAQH?**

A: The primary goal of CAQH is to simplify the administrative process with a robust and streamlined data system. While the CAQH credentialing data set is substantial, Molina may occasionally need to supplement, clarify, or confirm certain responses in the application with some providers. Therefore, it is possible that you may be asked to send supplemental documentation.

Q: **Can I use the database to report changes to my practice, such as address, phone numbers, and new providers?**

A: Yes and no. Molina has selected CAQH as our data collection source for credentialing and recredentialing—not for changes or updates. We will access the database for your information at initial credentialing and during your recredentialing cycle every third year.

However, updates you make in CAQH **do not** reflect in the Molina system, and an IAMHP Roster will still be needed to inform us of your changes. You must notify Molina's [Provider Network Management team](#) of any and all changes to your practice information by forwarding your IAMHP submissions to MHILProviderNetworkManagement@MolinaHealthcare.com.

Q: **How does CAQH maintain my confidentiality?**

A: The confidentiality and security of provider information is a critical priority for CAQH. The database design is compliant with laws, rules, and regulations relating to the privacy of Protected Health Information (PHI). In addition, CAQH complies with applicable laws and regulations pertaining to confidentiality and security in development of the database and the data collection process. The database is housed in the United States in a secure network operations center.

Q: **How often should I update my information and my facility information?**

A: You will receive automatic reminders to review and attest to the accuracy of your data. You must review and authorize data once every six months. This is easily accomplished through a quick online visit or by calling the CAQH Help Desk at **(888) 599-1771** for assistance.

Q: **Why do I need to review and attest to my information so often?**

A: Since Molina uses this system for credentialing and recredentialing, it is important that the database contains accurate, up-to-date information. By reviewing and attesting to your data twice a year, you will ensure that we have current information without us having to contact you repeatedly. This will help you stay in compliance with the requirements of your network contract.

Q: **Can any health plan access my data?**

A: No. You control which health plans have access to your CAQH application information. When completing the application, you will have the option of granting global access or selecting which participating health plans and organizations may view your data.

Q: **Do I have to give my Social Security number?**

A: Your Social Security number is required to complete the application and will be used to verify your credentials.

Q: **What if I don't have internet access?**

A: You can call the CAQH Help Desk at **(888) 599-1771** and complete the application by telephone. Supporting documents may be **faxed** to **(866) 293-0414**.

Q: **Can people with low vision or hearing problems use the CAQH database?**

A: Yes. Providers with hearing/sight issues may call the CAQH Help Desk at **(888) 599-1771** and complete the application by telephone. Supporting documents may be **faxed** to **(866) 293-0414**.

Q: **Why isn't Molina listed on the authorization page?**

A: The health plan(s) listed on the authorization page have already submitted you on their CAQH provider roster. Molina will add you to our provider roster upon receipt of a signed contract. If you have questions related to your application for participation in the Molina provider network, contact our Provider Network Management team at **(855) 866-5462**.

Q: **What if I need administrative support while using the ProView database?**

A: The CAQH Help Desk provides telephone support Monday through Friday, from 6 a.m. to 8 p.m., Central Time. You may reach the Help Desk by calling **(888) 599-1771** or by sending an email to caqh.updhelp@acsgs.com.