

Frequently Asked Questions

How can I access the service?

If you already contract with a participating plan, you should have received a Provider ID number from CAQH. You can also get your Provider ID from a participating health plan, or by calling the CAQH Help Desk at 888.599.1771. Your Provider ID allows you to log on to the system at <https://caqh.geoaccess.com/oas/>. Providers who don't have Internet access can contact the CAQH Help Desk and request a paper application by mail. Completed copies can be faxed to a toll-free number.

How do I control who can access my information?

When completing the application, you are required to indicate which participating health plans and healthcare organizations can access your application data. Only health plans that you authorize will have access to your credentialing information.

Is there a cost to use Universal Credentialing DataSource?

There is no cost for healthcare providers to use Universal Credentialing DataSource.

How often do I need to update my information?

CAQH will send you e-mails every three months to remind you that it's time to update your credentialing data in Universal Credentialing DataSource. By reviewing your data every quarter, you avoid the need for separate recredentialing applications. Updates can be made quickly and easily online or by calling the CAQH Help Desk at 888.599.1771.

Why does the CAQH application ask for such detailed practice information?

Detailed practice information helps participating health plans improve and maintain provider directories and data systems. This helps patients make informed provider selections without having to contact your office. The application's broad scope also ensures that participating plans can obtain all the information they need without having to contact you directly. Because the application is so comprehensive, you only have to enter your data once, rather than multiple times for each participating health plan.

Do I need to complete the entire application?

Yes. The online application only asks questions that are relevant to your particular specialty or provider type. Before participating health plans can access your data, the entire application must be completed, and you must authorize which plans can view the information. If you need to log off before your application is complete, you can save your work and return to it later.

If I already use Universal Credentialing DataSource for another health plan, do I need to resubmit my data if I contract with additional health plans?

Physicians who have already completed a Universal Credentialing DataSource application do not need to resubmit their data. However, if you contract with additional health plans, please update your list of authorized plans on the application.

How do I submit my credentialing data if I do not have Internet access?

If you don't have Internet access, you can call the CAQH Help Desk at 888.599.1771 and request a paper application by mail. You can fax the completed application to a toll-free number.

Who can I contact for help, or if I have questions about the service?

The CAQH Help Desk provides telephone service support for assistance with any questions you may have. You may contact them at 888.599.1771 or help@caqh.geoaccess.com .

If I am currently using CAQH, how will I know you have accessed my application?

CAQH will send notification to you (via the contact method you selected) each time a plan has accessed your information.

I want to begin using the Universal Credentialing DataSource. What information should I have available before logging in to the system?

Have your registration kit and CAQH Provider ID ready in order to complete the online application. If you do not have a CAQH Provider ID, please contact your provider representative to be added to the roster.

I have already faxed my application to CAQH, but I have been informed the status is still not complete.

CAQH performs an audit of the application before it is deemed complete. Typically a provider may have left a few questions on the application blank. CAQH notifies you of questions that need answers by submitting a "Problem Resolution" letter. Please review the letter. If you need additional assistance, feel free to call the CAQH Help Desk or your BCBSGa provider representative.

Now that CAQH is required, will recredentialing deadlines be extended?

Providers are notified of their upcoming recredentialing cycle approximately 6 months in advance. We ask that the application be submitted within 90 days of the date of the request. In order to remain compliant with corporate and regulatory agencies, we must receive the application by the specified timeframes. Credentialing associates and BCBSGa provider representatives are available to help you complete your application on the Universal Credentialing DataSource in a timely manner.

I have completed my application on the Universal Credentialing DataSource. I am now receiving requests to complete the re-attestation process. Is this necessary?

After your application is deemed complete by CAQH, you will be notified by CAQH to re-attest that all information is still correct and complete. This enables BCBSGa and any other CAQH participating plans with which you contract to access your information based on their different recredentialing cycles. The re-attestation process is requested by CAQH every 4 months. While it is highly recommended that you complete the re-attestation process, it is not required. However, in the event a CAQH participating plan needs to access your information, it will not be accessible until you complete the re-attestation process.