



Credentialing and Recredentialing for Physicians and Licensed Independent Practitioners Frequently Asked Questions

Key Points

- Credentialing is required for all licensed individual care providers in order to participate in the UnitedHealthcare networks and prior to seeing UnitedHealthcare members.
- UnitedHealthcare follows industry standards for credentialing and recredentialing of care providers.
- Credentialing standards are set by the National Committee on Quality Assurance (NCQA) and the Centers for Medicare & Medicaid Services (CMS).
- UnitedHealthcare contracts with the Council for Affordable Quality Healthcare (CAQH) as well as other state-specific entities to collect the credentialing and recredentialing application data, and with Aperture CVO to verify required elements of the credentialing application and process.

Overview

We've created this frequently asked questions document to help make the credentialing and recredentialing process as easy as possible for you and to answer questions we often receive from individual care providers such as physicians and licensed independent practitioners. The information included covers the industry standards used, the credentialing organizations, and other pertinent details you'll need as you apply to become an in-network care provider with UnitedHealthcare.

We're Here to Help

If you have questions about UnitedHealthcare's credentialing process or need assistance, please call us at **877-842-3210** from 7 a.m. to 5 p.m. Central Time, Monday through Friday.

- Enter your TIN. Select Credentialing, then Medical, then Join the Network.
- You will be transferred to a Customer Service Representative who can assist you.

Frequently Asked Questions and Answers

Credentialing and Recredentialing Basics

Q1: What is credentialing?

A1: The credentialing process is the healthcare industry standard to collect and verify a care provider's professional qualifications.

Q2: Why is credentialing important?

A2: Credentialing assesses qualifications, relevant training, licensure, certification and/or registration to practice for each care provider who participates in UnitedHealthcare's networks. We use this process to help make sure care providers in the UnitedHealthcare network have the professional credentials we require to care for our members.

Q3: When do credentialing and recredentialing occur?

A3: Credentialing occurs before a care provider is considered eligible to participate in UnitedHealthcare's networks. Recredentialing is conducted at least every three years after the original credentialing to verify that professional qualifications remain valid and current.

Q4: What organizations set credentialing standards and criteria?

A4: Credentialing standards are set by the National Committee on Quality Assurance (NCQA), and specific state and federal regulations for participation in the Medicaid and Medicare programs. UnitedHealthcare's credentialing process complies with these standards.*

Q5: What do I need to provide to complete the credentialing process?

A5: Please ensure that all necessary parts of the credentialing application are completed and also provide the following:

- A current copy of your curriculum vitae
- Medical license
- Malpractice insurance face sheet
- Drug Enforcement Agency or Controlled Dangerous Substance certificate (if applicable)
- IRS Form W-9
- Credentialing contact information or valid email address
- A list of UnitedHealthcare participating hospitals where you have admitting privileges or the name of a UnitedHealthcare participating care provider who is willing to admit on your behalf

Please also include a summary of any pending or settled malpractice cases. If this information is not present or currently effective, UnitedHealthcare may not be able to complete the credentialing process with you.

The Credentialing Process

Q6: What is the process for starting credentialing, specifically for a new care provider interested in contracting with UnitedHealthcare?

A6: Start by calling UnitedHealthcare at **877-842-3210** to express your interest in becoming a participating care provider. This should be done up to 30 days before your effective date at your practice.

- Enter your Tax Identification Number (TIN)
- Select Credentialing, then Medical, then Join the Network.
- You will be transferred to a customer service representative who will request information about your practice.
- If we are not accepting new applications for participation in our network, we'll tell you before you start the credentialing process.

*Some states may have additional requirements as part of the credentialing and recredentialing process.

Q7: What are my rights in credentialing and recredentialing?

A7: Care providers applying for inclusion in UnitedHealthcare's networks have the following rights regarding the credentialing process:

- To review the information submitted to support your credentialing application
- To correct erroneous information
- To be informed of the status of your credentialing or recredentialing application, upon request

Q8: If I call and my TIN isn't recognized, what should I do?

A8: The customer service representative will work with you to create a new record that will be loaded into our database to start the credentialing process.

Q9: How does UnitedHealthcare gather credentialing data?

A9: For providers in all states except Minnesota and Washington, UnitedHealthcare uses CAQH ProView® (previously known as the Universal Provider Datasource (UPD)), for gathering credentialing data of care providers.

- CAQH ProView is our single-source credentialing application.
- CAQH ProView is available at no cost to you and makes it easy for you to provide credentialing data to multiple health insurance companies through a streamlined process.
- More than 900 participating organizations, including health plans, hospitals and other health care organizations, use CAQH ProView. This can help you eliminate redundant applications with many of your contracted health insurance companies.

For providers practicing in the state of Washington, UnitedHealthcare uses OneHealthPort's ProviderSource to gather credentialing data for care providers.

For providers in Minnesota, UnitedHealthcare uses either CAQH ProView or Minnesota Credentialing Collaborative's (MCC) ApplySmart to gather credentialing data for care providers.

Q10: How long does the UnitedHealthcare credentialing process take?

A10: Please allow 25 calendar days to complete the initial credentialing process and to receive confirmation of your application submission through CAQH ProView, MCC ApplySmart, or OneHealthPort ProviderSource. UnitedHealthcare cannot begin to process your credentialing application until you complete it in the appropriate system, attest, sign, and authorize UnitedHealthcare to access your application.

Q11: Where can I check the status of my current credentialing application?

A11: Call UnitedHealthcare at **877-842-3210**. Enter your TIN. Select Credentialing, then Medical, then Get Status.

Q12: How do I get a CAQH provider identification (ID) number?

A12: If you haven't used CAQH ProView, the UnitedHealthcare customer service representative will issue you a CAQH ProView care provider ID number and add you to our CAQH ProView roster. This is done in real time. At the end of the call, you'll be able access the CAQH ProView site with your CAQH ProView provider ID number.

Q13: How do I get a OneHealthPort or MCC provider identification (ID) number?

A12: Provider identification (ID) numbers are not required for OneHealthPort or MCC applications.

Q14: Will I receive additional information about or from CAQH?

A14: Yes. All care providers who are new users of CAQH ProView will receive a welcome kit by email or mail from CAQH within one to two business days of receiving the information from UnitedHealthcare. The kit includes detailed information on how to get started using CAQH ProView.

Q15: If I already have a CAQH provider ID number, but I am new to UnitedHealthcare, what should I do?

A15: If you have an existing CAQH ProView provider ID number and are already registered with CAQH ProView, call UnitedHealthcare at **877-842-3210**.

- Enter your TIN
- Select Credentialing, then Medical, then Join the Network.
- You'll be transferred to a credentialing Customer Service Representative who will confirm the information you have in CAQH ProView and that you would like to be added to our CAQH ProView roster for credentialing.
- We'll confirm your CAQH ProView provider ID number.

Q16: Why do I have to call UnitedHealthcare if I already have a CAQH provider ID number and have authorized UnitedHealthcare to access my application on CAQH ProView?

A16: Calling us lets us know you are interested in joining our network and allows us to access your application through CAQH ProView database.

Q17: Can I self-register with CAQH ProView and start the credentialing process now?

A17: Yes. You can self-register today at **proview.caqh.org**.

Q18: Are there any additional steps before my credentialing can begin?

A18: Yes. After you have spoken with UnitedHealthcare, log in to the CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart and update your application.

- If you haven't selected global authorization, you'll need to manually authorize UnitedHealthcare to access your data.

Q19: How do I control who can access my credentialing information?

A19: Only care providers who have registered with CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart can authorize organizations to access their information.

- You may select which organizations have access to your information on CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart.
- The CAQH ProView Practice Manager Module allows your office staff to assist you in completing or updating portions of the application by exporting practice location, hospital affiliation and liability information common to a group.
- Practice Managers may access this module by visiting **proview.caqh.org/pm**.

Q20: Is there anything that might hold up the processing of my credentialing application that I can prevent?

A20: Make sure that your CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart application is complete and that you re-attest every 120 days to keep the application and information current. This can help avoid delays.

Q21: How and when do I need to re-attest to CAQH ProView Information?

A21: You will receive automatic reminders from CAQH ProView to review and attest to the accuracy of your data. This quick and easy process makes sure the information UnitedHealthcare has on file for you is correct. You can do this in one of two ways:

- Logging in to CAQH ProView and reviewing your application, or
- Calling the CAQH Help Desk at 888-599-1771

Q22: I forgot my CAQH ProView provider ID number, can I call UnitedHealthcare to retrieve it?

A22: Yes. If you request to become credentialed with UnitedHealthcare but already participate in CAQH ProView, UnitedHealthcare will be able to provide you with your CAQH ProView provider ID number during your initial call with us.

Credentialing Timing and Contracting

Q23: What is the timing of UnitedHealthcare's credentialing process?

A23: The entire credentialing process generally takes up to 25 calendar days to complete, depending upon response times from medical schools, residencies, specialty boards, and hospitals. After receiving a completed application, we perform primary source verification. Next, we present your request for participation to our credentialing committee.

Q24: Once I'm approved, what are the next steps?

A24: We'll send you a contract to sign when you are approved. If you are joining a medical group that participates with UnitedHealthcare on a group contract, you'll be added to the group contract.

If you contract with us for participation in a Medicaid plan, certain state Medicaid agencies may also require you to complete a Disclosure of Ownership Form for Medicaid participation. Please allow up to 30 days for your contract to be loaded into our systems.

Q25: If I'm not approved, what happens next?

A24: If your credentialing is not approved, you'll be notified of that decision in writing.

Q26: Will a contract be sent out before I complete the credentialing process?

A26: Yes. To streamline the credentialing and contracting process, UnitedHealthcare may also mail a contract to you within five business days of a request for credentialing.

- The receipt of the contract is not a confirmation of an approved credentialing application, authorization to see UnitedHealthcare members or confirmation that you participate in UnitedHealthcare's network.
- You're required to complete both the credentialing and contracting processes in order to begin seeing UnitedHealthcare members as an in-network provider.

Recredentialing

Q27: Why do I have to complete recredentialing?

A27: Recredentialing is required at least every three years by the NCQA, CMS and many state regulatory organizations.

- Recredentialing helps make sure that all health plans have the most up-to-date, accurate information about your education and experience.
- It allows you to review the practice locations and contact information we use in provider directories that we make available to members.
- If recredentialing is not completed, you may not be eligible to continue to participate in the UnitedHealthcare network.

Q28: How do I complete recredentialing with UnitedHealthcare?

A28: If you attest to all the data in your CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart application every 120 days and maintain a complete and current application, you do not need to do anything. UnitedHealthcare retrieves your information from CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart to review for updates and changes. If your state of practice requires additional information not included in the standard CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart application, UnitedHealthcare may contact you to get additional information.

Q29: Will UnitedHealthcare send notifications to me for recredentialing?

A29: As long as your information is kept current at CAQH ProView, OneHealthPort ProviderSource, or MCC ApplySmart, we won't notify you when the recredentialing process begins.

- If your application and information are not current, UnitedHealthcare or Aperture CVO, who we use as our primary source verification vendor, will notify you at the start of the recredentialing process. This lets you know about requirements and your current application status.
- If additional action is needed, it is referenced in the notification.
- If you don't respond to the first notice you receive, you'll get additional reminders about completing your recredentialing.

Q30: If I have to update my demographic information, how can I do that?

A30: Demographic changes can be completed online, by email or by phone:

Online: Please visit UHCprovider.com > Menu > Find a Care Provider.

- Scroll down to the My Practice/Facility App under the section "Need to Update Your Demographic Information?" You do need access to use the app.
- If you don't have access to the app, the demographic forms for individual care providers and group/organizations are available in PDF form on the website. They are listed as:
 - Care Provider Paper Demographic Information Update Form
 - Group/Organization Demographic Information Update

Email: Complete the demographic form. On the last page of either form, email addresses to send your completed form are listed. Use the email address based on the UnitedHealthcare network and affiliate in which you participate as a care provider and by your state.

Phone: Call us at 877-842-3210.

- Say or enter your TIN.
- Select Other Professional Services, then Demographic Changes
- You'll be transferred to a Customer Service Representative who will assist you with your changes.

If you have additional changes related to billing address, TIN changes or specialty designation, you can use the applicable Demographic Information Update form or call us.

Online Resources and CAQH Assistance

Q31: Where can I get more information about UnitedHealthcare's credentialing and recredentialing criteria?

- A31: More information about our credentialing and recredentialing criteria is available at
- **UHCprovider.com** > Menu > Policies and Protocols > Protocols > UnitedHealthcare Credentialing Plan 2017-2019.
 - **UHCprovider** > Menu > Policies and Protocols > Protocols > UnitedHealthcare Credentialing Plan State and Federal Regulatory Addendum.

Q32: If I need assistance from CAQH, how do I contact them?

- A32: Visit caqh.org or call them at **888-599-1771**. A list of frequently asked questions is also available at caqh.org > Solutions > CAQH-Proview-Faqs.

Q33: If I need assistance from OneHealthPort, how do I contact them?

- A33: Visit <http://www.onehealthport.com/credentialing/getting-startedlogin> or call them at 800-973-4797. Training videos and resource are available at <http://www.onehealthport.com/credentialing/getting-startedlogin>

Q34: If I need assistance from Minnesota Credentialing Collaborative (MCC), how do I contact them?

- A34: Visit www.credentialsmart.net/mcc or call them at 847-425-4616.

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