To: AmeriHealth Caritas District of Columbia Dental Providers

Date: February 14, 2018

Subject: **AmeriHealth Caritas DC now using ADA® credentialing service, powered by CAQH ProView®**

> **Summary:** AmeriHealth Caritas District of Columbia (DC) wants to reduce the time it takes to submit credentialing information. AmeriHealth Caritas DC is now using the American Dental Association (ADA) credentialing service, powered by Council for Affordable Quality Healthcare (CAQH) ProView®, to submit and share self-reported professional and practice information. CAQH ProView is available to ADA members and non-members at no cost.

Background and impact

AmeriHealth Caritas DC is now using the ADA credentialing service, powered by CAQH ProView, the electronic solution and industry standard trusted by more than 1.4 million providers, for submitting and sharing self-reported professional and practice information. The service is fully electronic and was developed to save you and your staff the time it takes to complete the lengthy paper credentialing forms needed for each health care organization with which you are affiliated. Learn more by visiting **www.ADA.org/credentialing**.

With **CAQH ProView**, dentists and their practice managers can:

- Provide important information electronically and store it in one user-friendly online data source, easily updating it as needed
- Directly upload credentialing documents to improve the accuracy and timeliness of applications
- Share information common to multiple practice locations among providers in that practice
- Maintain control of professional information with security features and authorize specified organizations to receive it

Getting started with the ADA credentialing service, powered by CAQH ProView

Prepare by reviewing the dental credentialing application at **www.ada.org/credentialingchecklist** and gathering all required documentation prior to filling out your profile.

Any dentist practicing in the United States can get started in this service by visiting **www.ADA.org/godgital** at no cost**.**

Once the terms and conditions are accepted, you will be redirected to a welcome page. There, you will

see certain pre-populated information from the ADA — or the information attested to previously — to make it easier and quicker for you to complete and attest.

First-time users can complete their profiles in about an hour if the necessary items from the dental credentialing application at **www.ada.org/credentialingchecklist** are readily available. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information, by authorizing either all of them or specific ones, including AmeriHealth Caritas DC.

Already registered with CAQH ProView?

If you have used CAQH ProView before, we recommend that you access your profile by visiting **www.ADA.org/godigital**. Take note of the important items below to ensure you successfully complete your profile:

- Add new documents to replace any expired ones
- Leave no gaps in your work history for the most recent five years, or list the reasons for any gaps as appropriate; e.g., leaves of absence, maternity leaves, or illness
- Ensure that a current copy of your liability insurance is attached to your CAQH profile
- If you only authorize specific organizations to access your profile, please add AmeriHealth Caritas DC

What is CAQH ProView?

CAQH ProView 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 health care organization.

CAQH ProView enables dentists and other health care professionals in all 50 states and the District of Columbia to enter information free of charge into a secure central database and authorize health care organizations to access that information. **CAQH ProView** eliminates redundant paperwork and reduces administrative burden.

Do I need to be an ADA member to participate?

No, any dentist practicing in the United States can participate. If you are a non-member and would like to get started, please visit **ebusiness.ada.org/FirstTimeLoggingInPo3.aspx?PO3ORGAPICODE=CAQHPRW89798928** to learn more about how to log in.

Does it cost anything to use CAQH ProView?

There is no cost for dentists and other health care providers to use **CAQH ProView**.

What does it mean to "attest" to my data in CAQH ProView?

After you enter your professional and practice data within **CAQH ProView**, you must personally confirm its accuracy. This is called "attesting" to your data.

I recently received an email from CAQH ProView, asking me to re-attest to my profile. What does that mean?

After you complete your CAQH ProView profile, the system will notify you every 120 days to re-attest that all information is still correct and complete, or to update it if not. This enables a dentist's contracted dental plans to access CAQH ProView profile information based on their different re-credentialing cycles. Please note that a dental plan or other participating organization will be unable to access your data unless you have completed the re-attestation process.

Does this mean I need to completely revise my profile every 120 days?

No, you only need to review the information already in your profile, update any information that has changed, and re-attest to its accuracy. In most cases, this will only take a few minutes.

Whom can I contact for help or if I have any questions about CAQH ProView?

Within CAQH ProView, you can click the chat icon at the top of any page to ask a question. You can also call:

- The ADA Member Service Center at **1-800-621-8099**, Monday – Friday, 8:30 a.m. – 5 p.m. CT, or via email at **msc@ada.org**
- The CAQH Help Desk at **1-888-599-1771**, Monday – Thursday, 7 a.m. – 9 p.m. ET, and Friday, 7 a.m. – 7 p.m. ET

Dental Credentialing Application Checklist

Application checklist for providers affiliated with CAQH

Please use the following checklist to complete the credentialing process. All items listed below are required for each provider to participate with AmeriHealth Caritas DC. Please use this application checklist as a fax cover sheet. Completed forms can be faxed to the Credentialing department at 215-863-6369.

Provider information
Provider name:
Practice name:
CAQH-issued ID number:

If you have not done so already, please provide CAQH with the following:

- Authorization allowing AmeriHealth Caritas DC to access your provider information

- Current copies of the following supporting documents:

  - State license

  - Drug Enforcement Administration registration certificate

  - Controlled drug substance (if applicable)

  - Malpractice insurance policy face sheet showing expiration dates and limits

  - Board certification (if applicable)

  - Individual National Provider Identifier (NPI) number

  - Medicare number (if applicable)

  - W-9 form

  - Hospital privileges, which indicate the provider's primary admitting hospital (please supply a copy of a coverage agreement if the provider does not have admitting privileges.)

Please contact the Credentialing department at 1-877-759-6186 and follow the prompts to check the

status of your application if you have any questions or concerns regarding this process.

If you are joining AmeriHealth Caritas DC under an existing provider group contract, you do not need to submit an individual provider contract.

If you are new to AmeriHealth Caritas DC, and you or your group does not have a provider contract, you will need to obtain an AmeriHealth Caritas DC Provider Agreement by contacting your Provider Network Management Account Executive or Provider Services at 202-408-2237 or 1- 888-656-2383.