May 23, 2023

CAQH PROVIEW APPLICATION FORM

Dear Provider:

Kern Health Systems will begin using the CAQH Proview®, the electronic solution and industry standard trusted by more than 1.6 million healthcare providers for capturing and sharing self-reported professional and practice information for initial and recredentialing. CAQH ProView 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 healthcare organization with which you are affiliated.

CAQH ProView not only streamlines the credentialing process, it can also help improve provider directories, speed claims adjudication and simplify other business processes. Once your data has been entered, the solution enables you to easily update and attest to your information at any time. **It is offered to you at no charge**. With CAQH ProView, providers and practice managers can:

- Self-report and electronically store professional information in one user-friendly online tool, and easily update it as needed.
- Directly upload credentialing documents to improve the accuracy and timeliness of applications.
- Retain provider lists and information about multiple provider locations.
- Maintain control of professional information with security features and authorize specified organizations to receive it.
- Reduce administrative burden and eliminate time-consuming paper submissions.
- Leverage the CAQH ProView profile to streamline directory maintenance and other processes that require practice and professional information.

Already Registered with CAQH ProView?

If you have already created your CAQH ProView account and are using the solution, please follow these tips to help ensure that your current information is accurate and available to Kern Health Systems (KHS):

- Login to CAQH ProView to update and re-attest to your CAQH profile every 120 days.
- Replace expired documents with new 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, illness, etc.
- Ensure that a current copy of your Professional Liability Insurance is attached to your CAQH profile.
- If you only authorize specific organizations access to your profile, **please add Kern Health Systems (AKA: Kern Family Healthcare) or global access.**

New to CAQH ProView?

- First-time users should allow approximately two hours to complete your profile, or you can finish the process over several sessions. The menu prompts in CAQH ProView will guide you through each step. You control which organizations may receive your profile information – either by authorizing all of them or specific ones, including **Kern Health Systems (AKA: Kern Family Healthcare).**

- A variety of resources to help providers and their practice managers use CAQH ProView are available at www.caqh.org/solutions/caqh-proview and include short how-to videos and a Quick Reference Guide.

CAQH ProView FAQs

The following Frequently Asked Questions provide basic information about CAQH ProView and how to access resources.

Who is CAQH?

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.

What is CAQH ProView?

CAQH ProView 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.

Does it cost anything to use CAQH ProView? No. Healthcare providers may enter and maintain their information in CAQH ProView free of charge.

How will Kern Health Systems use my information?

Kern Health Systems uses the provider and practice information that you enter into CAQH ProView for credentialing and other business needs. KHS strongly encourages the use of CAQH for all credentialing and recredentialing process. If you choose not to utilize CAQH Application ProView, you will still be required to complete in its entirety the California Participating Physician Application (CPPA).

Will Kern Health Systems request supplemental information?

Kern Health Systems primary goal is to simplify the administrative process with a streamlined data system such as CAQH for initial and recredentialing applications; however, there are additional documents and forms, not part of CAQH, that as a California State Medi-Cal Managed Care Health Plan, will be required.

How do providers access CAQH ProView?

Providers can register online at https://proview.caqh.org/pr, or will receive registration instructions once a healthcare organization notifies CAQH that the provider needs to access the database.

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 specialty, provider type and practice location(s). You can save each page, stop at any time, and return later to finish the process. The entire profile must be completed prior to your verification of its accuracy, and before the organizations you have authorized can access it.

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

Contact the Help Desk by using the Chat function when you are logged in to CAQH ProView. Or call: 888-599-1771. Help Desk hours are: Monday – Thursday: 7 AM – 9 PM (ET) and Friday: 7 AM – 7 PM (ET).

What resources are available to help providers learn how to use CAQH ProView?

CAQH offers a variety of tools [http://www.caqh.org/solutions/caqh-proview-providers-and-practice-managers] to help providers, including:

▪ Videos
▪ Quick Reference Guides
▪ Webinars

If you have any questions, please contact your Provider Relations Representative at 800-391-2000.

Sincerely,

Yolanda Herrera CPMSM, CPCS
KHS Credentialing Manager