

CREDENTIALING & RE-CREDENTIALING FAQ

How do I become a participating provider with Health Choice Utah?

Visit our, <https://healthchoiceutah.com/providers/forms/> website, complete the Request for Participation Form, and return it for review. Your participation request will initially be evaluated based upon network adequacy and business needs. If the participation request is denied, you will receive a letter with the decision.

What is credentialing?

Credentialing is an industry-standard systematic approach to the collection and verification of an applicant's professional qualifications. These qualifications include, but are not limited to: review of relevant training, licensure, certification and/or registration to practice in a health care field, and academic background.

Health Choice Utah utilizes the Council for Affordable Quality Healthcare (CAQH) website for gathering credentialing data for physicians and other health care professionals. We use an internal Facility Credentialing Application for hospitals and ancillary providers.

Please note: The Health Choice Utah credentialing process is completed before a practitioner, hospital, or ancillary provider is accepted into the Health Choice Utah network.

What are the steps in the full credentialing process for a new provider?

If the Request to Participation Form is accepted after an assessment of network adequacy and business needs, provider contracts, the credentialing application, and other required documentation is obtained. The credentialing process then begins with primary source verification and Credentialing Committee review. This portion of the process takes approximately 45 days to complete. Next, we present credentialing file to our Credentialing Committee for review. Once their review is completed, we will send a letter with the Credentialing Committee's final credentialing decision within 15 days.

Must the entire application be completed?

Yes, you are expected to complete all sections and questions on the CAQH or Facility application. You must also ensure that Health Choice Utah is authorized to access your CAQH application.

How can we contact CAQH for assistance?

The CAQH Provider Help Desk is available online at proview.caqh.org, by email at providerhelp@proview.caqh.org and by calling: 888-599-1771 (Monday through Thursday, 7:00am – 7:00pm MST; and Friday 5:00am – 5:00pm MST).

What are some common reasons that we may not be credentialed or recredentialed so that we can avoid them?

The physician and other health care professional is encouraged to ensure that:

- CAQH applications are complete (listed Covering Physician/Partners, 5 year work history with explanations for gaps over 3+ months).
- Applications do not have an expired attestation status.
- All applications have current supporting documentation (e.g., medical license, DEA certificate, professional/general certificates of insurance in adequate amounts, accreditation certificate, CMS survey, etc.)).
- You are requesting credentialing only for those specialties in which you are trained or licensed (e.g., do not send in a request for pain medicine with a residency in anesthesia only).

How do we complete recredentialing with Health Choice Utah?

Recredentialing is conducted every 36 months after initial credentialing to ensure professional qualifications remain valid and current. If you have attested to all of the data on your CAQH application on the required intervals, then you do not need to do anything. Health Choice Utah simply pulls your information from the CAQH website to review your application for updates and changes. Please remember to review, re-attest and authorize application access to our health plan each quarter. If you keep this information up-to-date, Health Choice Utah will only send you a notification letter at the end of the recredentialing process.

How much professional liability (malpractice) insurance does Health Choice Utah require?

Health Choice Utah requires a minimum of \$1,000,000 per occurrence / \$3,000,000 in aggregate to participate.

What are my rights in credentialing?

Physicians and other health care professionals applying to participate in the Health Choice Utah network 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.

How long is the credentialing process?

Health Choice Utah strives to process complete credentialing applications in 60 days or less. It may take longer if you submit an incomplete application or if requested attachments are not submitted with the application.

What if the Credentialing Committee denies my initial application for participation or my recredentialing application?

Health Choice Utah reserves the right to deny initial applicants without an appeals process. However, depending on the reasons for the Credentialing Committee's decision to deny or terminate a provider during recredentialing, you will be offered the opportunity to submit an appeal. The recredentialing denial or termination letter will explain your rights, the appeals process and contact information.

How do I check the status of a current credentialing application?

Call us toll-free at 877-358-8797 (Option in order 3, 4). Health Choice Utah maintains accreditation with NCQA.