CREDENTIALING PROCESS FOR OFFICE-BASED PHYSICIANS OR OTHER PROFESSIONAL PROVIDERS

The BCBSTX credentialing process is consistent with NCQA guidelines and the State of Texas requirements to practice.

BCBSTX requires full credentialing of the following office-based physicians and other professional providers for participation in the Medicaid (STAR) and CHIP networks.

- Advanced Practice Nurse (APN)
- Audiologist (AUD)
- Certified Registered Nurse Anesthetist (CRNA)
- Certified Nurse Midwife (CNM)
- Clinical Nurse Specialist (CNS)
- Medical Doctors (MD)
- Doctor of Chiropractic (DC)
- Doctor of Dental Surgery (DDS)
- Doctor of Dental Medicine (DMD)
- Doctor of Osteopathy (DO)
- Doctor of Podiatric Medicine (DPM)
- Medical Doctors (MD)
- Occupational Therapist (OT)
- Licensed Physical Therapist (LPT)
- Physician Assistant (PA)
- Registered Dietician (RD)
- Speech and Language Pathologist (SLP)
Behavioral health professionals and physicians must contact Magellan at **800-788-4005** or [www.magellanprovider.com](http://www.magellanprovider.com) for questions regarding the credentialing or re-credentialing process for the Medicaid (STAR) and CHIP networks.

**Expedited Credentialing Process**

BCBSTX will provide an expedited credentialing process which allows for a ‘provisional network participation’ status if the provider applicant:

- Has enrolled as a Medicaid Provider with TMHP for Medicaid (STAR);
- Has a valid BCBSTX Provider Record ID for claim payment;
- Has submitted a current signed BCBSTX contract/agreement;
- Has completed the CAQH UPD database online application with ‘global’ or ‘plan specific’ authorization to BCBSTX or submits a completed TDI application, as appropriate; and
- Has a current, valid license in good standing with the State of Texas licensing board applicable to provider type.

**Important:** If the applicant does not meet the provisional network participation requirements above, the applicant must be fully credentialed and approved prior to becoming effective in the Medicaid (STAR) & CHIP networks.

Credentialing is a very involved process. Please allow a sufficient period of time for the full credentialing process to be completed before calling BCBSTX for a status update.

**Initial Credentialing and Re-Credentialing Process**

BCBSTX requires Texas Physicians and other professional providers to use the Council for Affordable Quality Healthcare’s (CAQH®) Universal Provider Datasource (UPD®) for initial credentialing and re-credentialing.

UPD, a free online service, allows physicians and other professional providers to fill out one application to meet the credentialing data needs of multiple organizations. The UPD database online credentialing application process supports our administrative streamlining and paper reduction efforts. This solution also helps to ensure the accuracy and integrity of our provider database. Providers will be able to utilize the UPD database at no cost.
GETTING STARTED WITH THE COUNCIL FOR AFFORDABLE QUALITY HEALTHCARE

Council for Affordable Quality Healthcare (CAQH) Approved Provider Types

CAQH will only accept providers from among the following approved provider types:

<table>
<thead>
<tr>
<th>CAQH Approved Provider Types List</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Doctor (MD)</td>
<td>Doctor of Podiatric Medicine (DPM) Doctor of Chiropractic (DC)</td>
</tr>
<tr>
<td>Doctor of Dental Surgery (DDS)</td>
<td>Doctor of Osteopathy (DO)</td>
</tr>
<tr>
<td>Doctor of Dental Medicine (DMD)</td>
<td></td>
</tr>
<tr>
<td>Audiologist (AUD)</td>
<td>Nurse Midwife (NMW)</td>
</tr>
<tr>
<td>Biofeedback Technician (BT)</td>
<td>Nurse Practitioner (NP)</td>
</tr>
<tr>
<td>Christian Science Practitioner (CSP)</td>
<td>Nutritionist (LN)</td>
</tr>
<tr>
<td>Clinical Nurse Specialist (CNS)</td>
<td>Occupational Therapist (OT)</td>
</tr>
<tr>
<td>Licensed Practical Nurse (LPN)</td>
<td>Registered Nurse (RN)</td>
</tr>
<tr>
<td>Massage Therapist (MT)</td>
<td>Certified Registered Nurse Anesthetist (CRNA)</td>
</tr>
<tr>
<td>Naturopath (ND)</td>
<td>Registered Nurse First Assistant (RNFA)</td>
</tr>
<tr>
<td>Neuropsychologist (NEU)</td>
<td>Respiratory Therapist (RT)</td>
</tr>
<tr>
<td>Midwife (MW)</td>
<td>Speech Pathologist (SLP)</td>
</tr>
</tbody>
</table>

Exceptions to Required Use of CAQH Database

Texas physicians and other professional providers who are not among those listed in the CAQH Approved Provider Types list must go to the TDI website to access and complete a Texas Standardized Credentialing Application. The application should be faxed or mailed, along with the following required supporting documents, to BCBSTX:

- State license(s) - applicable to your provider type
- Current Drug Enforcement Administration (DEA) Certificate, if applicable
- Current Controlled and Dangerous Substances (DPS) Certificate, if applicable
- Current Malpractice Insurance Face Sheet
- Summary of any pending or settled malpractice case(s) - if within the past 10 years
- Curriculum Vitae
- Current Signed Attestation (page 18 of online application – print and sign)
- Written Protocol (Advanced Nurse Practitioners only)
- Supervision Form (Physician Assistant only)
- Hospital Coverage Letter (This form is required to be submitted to BCBSTX for providers who do not have admitting privileges at a participating network hospital)
Forward completed application packet to BCBSTX via fax to: **512-349-4853** (preferred method) or mail to:

**Blue Cross and Blue Shield of Texas**  
9442 II Capital Texas Highway North, Suite 500  
Arboretum Plaza II  
Austin, TX 78759

**Activating your Universal Provider Datasource (UPD) Registration with CAQH**

Blue Cross and Blue Shield of Texas Medicaid (STAR) and CHIP participating physicians and other professional providers must have a CAQH Provider ID to register and begin the credentialing process.

**First Time Users (If you are not registered with CAQH)**

Once you obtain a BCBSTX Provider Record ID and submit a current signed BCBSTX agreement, BCBSTX will add your name to its roster with CAQH. CAQH will then mail you access and registration instructions, along with your personal CAQH Provider ID, allowing you to obtain immediate access to the CAQH UPD database via the Internet. When you receive your CAQH Provider ID:
- Go to the CAQH website to register, or
- Physicians and other professional providers that do not have Internet access may submit their application via fax to CAQH by first contacting the CAQH Help Desk at **888-599-1771**
- After successfully authenticating key information, you will be able to create your own user name and unique password to begin using the CAQH UPD database

**Note:** Registration and completion of the online application is free.

**Completing the Application Process**

The UPD standardized application is a single, standard online form that meets the needs of all participating health care organizations. When completing the application, you will need to indicate which participating health plans and health care organizations you authorize to access your application data. All provider data you submit through the UPD service is maintained by CAQH in a secure, state-of-the-art data center.

Referring to these materials that will be helpful while completing the UPD online application:
- Previously completed credentialing application
- List of previous and current practice locations
- Various identification numbers (UPIN, NPI, Medicare, Medicaid, etc.)
- State license(s) applicable to your provider type
- Current Drug Enforcement Administration (DEA) Certificate, if applicable
- Current Controlled and Dangerous Substances (DPS) Certificate, if applicable
Note: When you are ready to begin entering your data, log into the UPD database with your user name and password. After completing the online credentialing application, you will also be asked to:

- Authorize access to your information – Check the box beside BCBSTX, or you may select ‘global authorization’
- Verify your data entry/attest – Review the summary of your data for accuracy and completeness, and make any necessary changes
- Submit supporting documents—via email to supportingdocs upd@acsgs.com or fax to 866-293-0414. If submitting supporting documents via email, please utilize the email cover sheet, available at https://upd.caqh.org/OAS
- State license(s) applicable to your provider type
- Current Drug Enforcement Administration (DEA) Certificate, if applicable
- Current Controlled and Dangerous Substances (DPS) Certificate, if applicable
- Current Malpractice Insurance face sheet
- Summary of any pending or settled malpractice case(s) - if within the past 10 years
- Curriculum Vitae
- Current Signed Attestation (page 18 of online application – print and sign)
- Written Protocol (Advanced Nurse Practitioners only)
- Supervision Form (Physician Assistant only)
- Hospital Coverage Letter (This form is required to be submitted to BCBSTX for providers who do not have admitting privileges at a participating network hospital)

If you have any questions on accessing the UPD database, you may contact the CAQH Help Desk at 888-599-1771 for assistance.

Note: BCBSTX may contact you to supplement, clarify or confirm certain responses on your application. Therefore, you may be required to submit additional documentation in some situations, in addition to the information you submit through the UPD database.
Forward additional documentation to BCBSTX via fax to 512-349-4853 (preferred method) or mail to:

Blue Cross and Blue Shield of Texas  
9442 II Capital Texas Highway North, Suite 500  
Arboretum Plaza II  
Austin, TX 78759

**Existing Users**

If you have already registered your CAQH Provider ID and completed your UPD online application through your participation with another health plan, log into the UPD database and add BCBSTX as one of the health plans that can access your information.

To authorize BCBSTX to access your data follow these four (4) easy steps:

- Go to [http://upd.caqh.org/](http://upd.caqh.org/)
- Under ‘providers’, select ‘GO TO UNIVERSAL PROVIDER DATASOURCE’, then enter your username and password
- Click the ‘Authorize’ tab (located under the CAQH logo)
- Scroll down, locate BCBSTX, and check the box beside BCBSTX, or you may select ‘global authorization’
- Click ‘Save’ to submit your changes

Visit the CAQH website for more information about the CAQH UPD database and the application process. Or you can view the CAQH Provider Credentialing Application now.

**ADDITIONAL CAQH RESOURCES**

**CAQH Contact Information**

Help Desk  888-599-1771  
Help Desk Email Address: caqh.uphelp@acsgs.com  
Help Desk Hours: Monday – Thursday 6 a.m. – 8 p.m., Central Time  
Friday 6 a.m. – 6 p.m., Central Time  
Fax Supporting Documentation: Fax to 866-293-0414  
Email Supporting Documentation: supportingdocsups@acsgs.com
CHAPTER 21 CREDENTIALING AND RE-CREDENTIALING

CREDENTIALING PROCESS FOR HOSPITAL OR FACILITY-BASED PROVIDERS

For your convenience, we have outlined the steps necessary for hospital or facility-based providers to submit a request for contracting/participating in the Blue Cross and Blue Shield of Texas Medicaid (STAR) and CHIP networks.

Eligible hospital-based specialties include, but are not limited to:
- Anesthesia
- Emergency Medicine
- Radiology
- Pathology
- Neonatology
- Hospitalist

The Facility-based Application (located below) only applies to providers who practice exclusively in a facility, either a hospital OR a freestanding outpatient facility.

<table>
<thead>
<tr>
<th>Hospital or Facility-Based Providers must have the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hospital privileges</td>
</tr>
<tr>
<td>• Type 1 NPI #</td>
</tr>
<tr>
<td>• Texas Medical Board License (temporary permit is acceptable)</td>
</tr>
<tr>
<td>• Certificate/AANA# (applicable to CRNA providers only)</td>
</tr>
</tbody>
</table>

**Note:** Obtaining a BCBSTX Provider Record ID does not automatically activate the Medicaid (STAR) and CHIP networks. Claims will be processed out-of-network until the provider has applied for network participation and has been approved and activated in the Medicaid (STAR) and CHIP networks.

<table>
<thead>
<tr>
<th>If the Provider is:</th>
<th>Then:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A medical group that has a Group Medicaid Agreement and is adding a provider to</td>
<td>Complete the Medicaid (STAR) and CHIP Facility-based Provider Application (a sample on the next page) and fax the completed application to your local Network Management office in Austin.</td>
</tr>
<tr>
<td>the group as a facility-based provider with the Medicaid (STAR) and CHIP networks</td>
<td>Fax: <strong>512-349-4853</strong></td>
</tr>
<tr>
<td>If the Provider is:</td>
<td>Then:</td>
</tr>
<tr>
<td>--------------------</td>
<td>------</td>
</tr>
<tr>
<td>A solo practitioner or medical group that is currently contracted with the BCBSTX and/or HMO Blue Texas networks and is interested in contracting as a facility-based provider with the Medicaid (STAR) and CHIP networks and does not currently have a Medicaid Agreement.</td>
<td>Please follow the steps below:</td>
</tr>
<tr>
<td></td>
<td>1. Complete the Medicaid (STAR) and CHIP Online Agreement Request form or request an agreement to be mailed or faxed to you by contacting your local Network Management office in Austin at: <strong>800-336-5696</strong>.</td>
</tr>
</tbody>
</table>
| | 2. Complete and sign the Solo or Medical Group Agreement, whichever is applicable, and return to your local Network Management office in Austin by fax at **512-349-4853** or mail to:  
**Blue Cross and Blue Shield of Texas**  
**9442 Capital of Texas Highway N**  
**Suite 500, Arboretum Plaza II**  
**Austin, TX 78759-6839** |
| | 3. Complete the Medicaid (STAR) and CHIP Facility-based Provider Application (located below) and return to your local Network Management office in Austin by fax to **512-349-4853** or by mailing to:  
**Blue Cross and Blue Shield of Texas**  
**9442 Capital of Texas Highway N**  
**Suite 500, Arboretum Plaza II**  
**Austin, TX 78759-6839** |
Facility Based Provider Application for Network Participation

This application is used for providers who practice exclusively in an inpatient or freestanding facility. Eligible specialties include, but are not limited to, Anesthesia, Emergency Medicine, Radiology, Pathology, Neonatology & Hospitalist.

Please complete all blanks below and include appropriate required attachments as indicated.

NOTE: Incomplete or inaccurate applications will be returned resulting in processing delays.

<table>
<thead>
<tr>
<th>BCBSTX Agreements:</th>
<th>Group agreement(s) on file</th>
<th>Individual Agreement(s) attached</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group Name:</th>
<th>Organizational Type 2 NPI #:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Name:</td>
<td>Professional Provider Type 1 NPI #:</td>
</tr>
<tr>
<td>Degree:</td>
<td>Maiden Name, if applicable:</td>
</tr>
<tr>
<td>Social Security #:</td>
<td>Date of Birth:</td>
</tr>
<tr>
<td>Tax Identification # Used for Billing:</td>
<td>Start Date With Group:</td>
</tr>
<tr>
<td>Practice Location – Physical Address/City/State/Zip:</td>
<td></td>
</tr>
<tr>
<td>Billing Phone #:</td>
<td>Fax #:</td>
</tr>
<tr>
<td>Correspondence Address/City/State/Zip:</td>
<td>City of Primary Hospital/Facility:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of Primary Hospital/Facility:</th>
<th>City of Primary Facility:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practicing Specialty:</td>
<td>Board Certified</td>
</tr>
<tr>
<td>Practicing Sub-Specialty:</td>
<td>Board Certified</td>
</tr>
<tr>
<td>Texas License Number (if temporary, attach copy):</td>
<td>License Effective Date:</td>
</tr>
</tbody>
</table>

Anesthesia Assistants & CRNAs Only – Certificate or AANA# (MUST attach copy of certificate)

| Date Certified: | |

Does applicant have professional liability insurance limits of at least $200,000/600,000? | Yes | No |

Is the applicant active military? | Yes | No |

Is applicant currently in Residency Program? | Yes | No |

Is applicant currently in Fellowship Program? | Yes | No |

Add Provider to: Medicaid Star | Star Kids | CHIP

If yes, please indicate TPI numbers below:

<table>
<thead>
<tr>
<th>Group TPI:</th>
<th>Individual TPI:</th>
</tr>
</thead>
</table>

Application Submitted By: | Title: | Date: |

Email Address: | Phone #: | Fax #: |

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association
CREDENTIALING UPDATES

Keeping your information current with CAQH and BCBSTX is your responsibility.

CAQH UPD Database

CAQH will send you automatic reminders to review and attest to the accuracy of your data. Use the UPD database to report any changes to your practice.

Note: You must enter your changes into the UPD database for BCBSTX to access during the credentialing and re-credentialing process. Only health plans that participate in the UPD database and that you have given authorization to access will receive these changes.

BCBSTX Provider File Updates

BCBSTX members rely on the accuracy of the provider information in our online Provider Finder®. That’s why it is so important that you also inform BCBSTX of changes to your practice. If you are a participating provider with BCBSTX, you may request most changes online by using the online Change Your Information form.

RE-CREDENTIALING

If you are an existing user of CAQH, you are required to review and attest to your data once every four (4) months.

At the time you are scheduled for re-credentialing, BCBSTX will send your name, via its roster, to CAQH to determine if you have already completed the UPD credentialing process and authorized BCBSTX or selected ‘global authorization’. If so, BCBSTX will be able to obtain current information from the UPD database and complete the re-credentialing process without having to contact you.

If your credentialing application (for re-credentialing) is not available to BCBSTX through CAQH because:

1. You have not completed the UPD initial credentialing process - CAQH will mail you a welcome kit that includes access and registration instructions, along with your personal CAQH Provider ID, allowing you to obtain immediate access to the UPD database via the Internet to complete and submit your application, or
2. You are a physician or other professional provider who does not have a provider type included in the CAQH ‘Approved Provider Types’ list, you must go to the TDI website to access and complete a Texas Standardized Credentialing Application, and fax or mail the completed application along with the required supporting documents referenced below:

• State license(s) applicable to your provider type
• Current Drug Enforcement Administration (DEA) Certificate, if applicable
• Current Controlled and Dangerous Substances (DPS) Certificate, if applicable
• Current Malpractice Insurance face sheet
• Summary of any pending or settled malpractice case(s) - if within the past 10 years
• Curriculum Vitae
• Current Signed Attestation (page 18 of online application – print and sign)
• Written Protocol (Advanced Nurse Practitioners only)
• Supervision Form (Physician Assistant only)
• Hospital Coverage Letter (for providers who do not have admitting privileges at a participating network hospital, — this form is required to be submitted to BCBSTX)

Forward completed application packet to BCBSTX.
Fax to: 512-349-4853 (preferred method) or mail to:

Blue Cross and Blue Shield of Texas
9442 II Capital Texas Highway North, Suite 500
Arboretum Plaza II
Austin, TX 78759

FREQUENTLY ASKED QUESTIONS

Q1. What is CAQH?
CAQH is the Council for Affordable Quality Healthcare, Inc., a not-for-profit collaborative alliance of the nation’s leading health plans and networks. The mission of CAQH is to improve health care access and quality for patients and reduce administrative requirements for physicians and other health care providers and their office staffs. CAQH’s participating organizations provide health care coverage for more than 165 million Americans.

Q2. What is the CAQH Universal Provider Datasource® (UPD)?
The CAQH Universal Provider Datasource® (UPD) service is the industry standard for collecting provider data used in credentialing. A single, standard online form—the CAQH application—is the centerpiece of the UPD service. Providers in all 50 states and the District of Columbia are able to enter their information free of charge through an interview-style process.

Through its streamlined, electronic data collection process, UPD is helping to reduce unnecessary paperwork while saving millions of dollars in annual administrative costs for more than 800,000 physicians and other health professionals, as well as more than 550 participating health plans, hospitals and health care organizations.

Q3. Is there a charge for providers to utilize CAQH?
No. Providers may utilize the UPD at no cost.

Q4. Are Accrediting Bodies in support of the CAQH application?
Yes. The CAQH application (UPD form) meets the data-collection requirements of URAC, the National Committee for Quality Assurance (NCQA) and the Joint Commission (JC) standards. Indiana, Kansas, Kentucky, Louisiana, Maryland, Missouri, New Jersey, New Mexico, Ohio, Rhode Island, Tennessee, Vermont, and the District of Columbia have adopted the CAQH standard form as their mandated or designated provider credentialing application.
Q5. Why did Blue Cross and Blue Shield of Texas (BCBSTX) choose to work with CAQH?

BCBSTX chose to work with CAQH because the UPD is a proven solution for simplifying administrative burdens placed on providers during the credentialing/re-credentialing process. The easy-to-use online data collection and application process means less paperwork for BCBSTX providers, with built-in auditing tools to help increase efficiency and maintain data security and integrity. BCBSTX was also impressed by the UPD track record detailed by independent user studies.

Based on figures from a Medical Group Management Association (MGMA) cost analysis, CAQH estimates that the UPD has already eliminated more than 2.4 million legacy-credentialing applications. That resulted in savings of $95 million per year and more than 3.2 million hours of provider and support staff time required to complete and send redundant application forms.

Q6. Am I required by BCBSTX to use the CAQH database?

Yes. All Providers required submitting a credentialing or re-credentialing application must use the CAQH database. Exception: Texas physicians and other professional providers who do not have a provider type listed in the ‘CAQH Approved Provider Types’ list below must go to the TDI website to access and complete a Texas Standardized Credentialing Application, and fax or mail the completed application along with the required supporting documents referenced below to BCBSTX:

<table>
<thead>
<tr>
<th>CAQH Approved Provider Types List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard Provider Types</strong></td>
</tr>
<tr>
<td><strong>Allied Provider Types</strong></td>
</tr>
</tbody>
</table>

Note: Behavioral health professionals and physicians for the Medicaid (STAR) and CHIP networks, contact Magellan at 800-788-4005 or www.magellanprovider.com for questions regarding the credentialing or re-credentialing for the Medicaid (STAR) and CHIP networks.
Required Supporting Documents

- State license(s) applicable to your provider type
- Current Drug Enforcement Administration (DEA) Certificate, if applicable
- Current Controlled and Dangerous Substances (DPS) Certificate, if applicable
- Current Malpractice Insurance face sheet
- Summary of any pending or settled malpractice case(s) - if within the past 10 years
- Curriculum Vitae
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- Written Protocol (Advanced Nurse Practitioners only)
- Hospital Coverage Letter (for those providers who do not have admitting privileges at a participating network hospital, this form is required to be submitted to BCBSTX)

Forward completed application packet to BCBSTX.

Fax to: 512-349-4853 (preferred method) or mail to:

Blue Cross and Blue Shield of Texas
9442 Capital Texas Highway
Arboretum Plaza II
Austin, TX 78759

Q7. I have been told I must be ‘rostered’ in order to input my information into the CAQH UPD. What does this mean?

When you apply for network participation, BCBSTX will add you to its roster with CAQH. If you do not have a CAQH ID number, CAQH will send you a registration letter with your ID. If you already have a CAQH ID and your information is complete and current and you have authorized BCBSTX to access the information, CAQH will provide your information to BCBSTX.

Q8. When will CAQH send my registration letter after I have been ‘rostered’ by BCBSTX?

CAQH will typically send a registration letter within 24 hours of receiving a provider on a roster.

Q9. I am already a BCBSTX provider and would like to get my information into CAQH. How do I do this?

If you already have a CAQH ID number, you may update your information at any time. BCBSTX will roster you in advance of your next re-credentialing due date. If you do not have a CAQH ID number, CAQH will send you a registration letter with your ID.

Q10. How can I access the CAQH database?

Once you are ‘rostered’ by BCBSTX, access and registration instructions will be sent to you from CAQH. You will use a personal ID and password to obtain immediate access to the UPD via the Internet. You may submit your completed application online and fax supporting documents to a specified toll-free fax number 866-293-0414. If you have any questions on accessing the database, you may contact the CAQH Help Desk at 888-599-1771 for assistance or you may send an email to caqh.updhelp@acsgs.com.
Q11. Is the CAQH Universal Provider Datasource applicable in states where there is a state-mandated application?

Yes. In states where legislation has passed mandating the use of a standard credentialing application form, the data collected through CAQH UPD and data collection process will include the data elements and/or form as is required by the state. The system will automatically ask the necessary questions to fulfill the requirements for the state in which the provider’s primary office address is located.

Q12. Will I be required to give BCBSTX information to supplement what I entered in UPD?

The primary goal of CAQH UPD is to simplify the administrative process with a robust and streamlined data system. While the CAQH credentialing data set is substantially complete, BCBSTX may need to supplement, clarify, or confirm certain responses in the application with individual physicians and other health care providers on a case-by-case basis. Therefore, you may be required to provide supplemental documentation in some situations, in addition to the information you submit through UPD.

Q13. Can I use the CAQH database to report any changes to my practice, such as address, phone numbers, and new providers?

BCBSTX has selected CAQH UPD as its data collection source for credentialing and re-credentialing applications. We will access CAQH UPD for your data at initial credentialing and during your scheduled re-credentialing cycle every third year. You must continue to directly notify BCBSTX of any changes to your practice information or status.

Q14. How will my confidentiality be maintained within the CAQH database?

The confidentiality and security of provider information and the privacy of system users are critical priorities for CAQH. The UPD design is compliant with laws, rules and regulations relating to the privacy of individually identifiable health information. In addition, CAQH complies with applicable laws and regulations pertaining to confidentiality and security in development of the database and the data collection process. The CAQH database is housed in the U.S. within a secure Network Operations Center. You may contact the CAQH Help Desk with additional questions by calling 888-599-1771 or by emailing caqh.updhelp@acsgs.com.

Q15. How often must my information be updated?

You will be sent automatic reminders to review and attest to the accuracy of your data. You must review and authorize data once every four (4) months. This is easily accomplished through a quick online visit to https://upd.caqh.org/oas/ or by calling the CAQH Help Desk at 888-599-1771 for assistance.

Q16. Why do I need to review and attest to my information three (3) times a year?

Because BCBSTX will be using this system for credentialing and re-credentialing, it is important that the CAQH/UPD database contains the most accurate and up-to-date information. By reviewing and attesting to your data three (3) times a year, you will enable BCBSTX to obtain current information from the CAQH/UPD database at the time of re-credentialing or database updates, without having to contact you repeatedly. This will help you continue to conform to the requirements of your network contract.
Q17. Can any health plan access my data?
No. You control which health plan(s) have access to your CAQH application information. When completing the application, you will have the option of granting global access to your application data, or you may choose to select which participating health plan(s) and health care organization(s) you want to view your data.

Q18. Who will have access to my data?
Only the health plan(s) that you have authorized can access your application data.

Q19. Do I have to give you my Social Security Number?
Yes. Your Social Security Number is required to complete the application and will be used to verify your credentials.

Q20. How do I input my data if I do not have Internet access?
If you do not have Internet access, you may call the CAQH Help Desk at 888-599-1771 and complete the application by telephone. Supporting documents may be faxed toll free to 866-293-0414.

Q21. Are hearing/sight challenged persons able to use the CAQH database?
Yes. Hearing/sight challenged Providers may call the CAQH Help Desk at 888-599-1771 and complete the application by telephone. Supporting documents may be faxed toll free to 866-293-0414.

Q22. Who do I contact for administrative support if I have questions when using the database?
The CAQH Help Desk provides telephone service Monday through Thursday, from 6 a.m. to 8 p.m., Central Time and Friday, from 6 a.m. to 6 p.m., Central Time, to assist with questions. You may reach the Help Desk by calling 888-599-1771 or by emailing to caqh.updhelp@acsgs.com.