

Provider Bulletin

Control Number:	032201
Date:	March 23, 2022
Subject:	No Surprises Act – Changes to Provider Application and Attestation Process
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Effective Date:	Immediately

Congress passed the ‘No Surprises Act’ (NSA), which is changing the landscape for how health plans (fully insured health plans, insurance carriers, and self-funded medical plans) and Provider Organizations communicate and share data. There are many aspects of the NSA that will affect all of us.

First Choice Health, on behalf of its Payor clients, is planning to comply with these requirements regarding our provider demographic information and our credentialing process, to be able to meet the requirements in the NSA.

We have thoughtfully considered several options while keeping your practice methods in mind. We will be making the following changes **effective April 1st, 2022**, to help us meet the requirements in the NSA:

1. **Provider Source or CAQH application is required**

All providers whose credentialing is not delegated to another organization will be required to have an active Provider Source or CAQH application. We will utilize Provider Source and CAQH applications for credentialing new providers, recredentialing existing providers and for provider demographic updates.

- Provider Source/OneHealthPort is already the existing solution for credentialing applications in the State of Washington.
- We estimate approximately 90% of our current non-delegated providers are already using CAQH outside of Washington State.
- If you are a NEW provider outside the state of Washington and will utilize CAQH for your application process, you must fill out the New Provider form on our website and provide us with your CAQH ID number: <https://www.fchn.com/Providers/NetworkParticipation>

2. Medversant Technologies is our CVO in all states

Provider outreach for missing or outdated information is made by our Credentials Verification Organization (CVO) Vendor: Medversant. If you are contacted by them on our behalf, please work directly with them as they are responsible for the Primary Source Verification of all our In Network providers.

3. Attestation every 90 days is required

Provider Source and CAQH applications must be attested to every 90 days to ensure your provider demographic information is current and accurate. This is an NSA requirement.

- a. For CAQH, you must have global access selected or you must give FCH access to your application.
- b. All provider demographic updates will be submitted to us via these attestations.
- c. If adding a new Tax Identification Number, we require a W9 separate from the attestation. Send the W9 to ppofilemaintenance@fchn.com with an indication you have attested to your update via Provider Source or CAQH.

4. Removal from our Provider Directory until in compliance

If a provider has not attested to their application at least once every 90 days, we are required by the NSA to remove them from our Provider Directory. The provider will remain an in-network provider but will not be visible on our Provider Directory. If your application has not been attested in the 90 days prior to **July 1st, 2022**, we will deactivate your listing in our directory on that date until you have attested to your information.

Regardless of the state you live or practice in, you must have an active provider application with either Provider Source or CAQH, and have attested to that application between April 1st, 2022, and June 30th, 2022, or you will be removed from our Provider Directory per the NSA.

If you do not yet have an account, please use the following links to get started.

CAQH ProView: <https://proview.caqh.org/login>

OneHealthPort Provider Source: <https://www.onehealthport.com/credentialing/login>

We realize that the requirements in the NSA may change at some point. We will continue to communicate with you as quickly as possible about important changes. To ensure you receive these communications in the most efficient manner, please sign up to receive these updates via email on our website: <https://www.fchn.com/Providers/SubscribeToProviderPublications>

If you have any questions, please direct them to providerrelations@fchn.com.