

# Provider Bulletin

**Control Number:** 092301

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**Date:** October 10, 2023

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**Subject:** Changes to Provider Application Credentialing Process

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**Effective Date:** 10/10/23

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First Choice Health will be using the Council for the Affordable Quality, Inc. (CAQH) Credentialing Application during the Medversant Provider Source outage and going forward. We have made this decision to allow our providers an online solution that is widely used nationwide. CAQH has been proven to be a safe and accurate solution for an online credentialing application.

## **CAQH application is required**

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

- If you have a new provider wishing to join the network, please fill out the [New Provider Interest Form](#) on our website, and provide us with your CAQH ID number to begin the credentialing process. [Learn more about the application process.](#)

## **Effective September 15th, 2023 FCH will perform Credentialing PSV in house**

If your credentialing or recredentialing process started on or after 09/15/23, First Choice Health will be responsible for the Primary Source Verification (PSV) until further notice.

## **Medversant Technologies was our CVO in all states until September 14th, 2023**

If your credentialing or recredentialing process started prior to 09/15/23, provider outreach for missing or outdated information will be done by our previous Credentials Verification Organization (CVO) Vendor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 (PSV) of all our in-network providers until 09/14/23.

**Attestation every 90 days is required**

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

- For CAQH, you must have global access selected or you must give First Choice Health access to your application.
- All provider demographic updates will be submitted to us via these attestations.
- If adding a new Tax Identification Number, we require a W9 separate from the attestation.
- Send the W9 to [ppofilemaintenance@fchn.com](mailto:ppofilemaintenance@fchn.com) with an indication you have attested to your update via CAQH.

If you don't have a CAQH account, yet, please use the following link to get started:

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

If you have any questions, please direct them to [providerrelations@fchn.com](mailto:providerrelations@fchn.com).