

Provider Update

Credentialing of provider applications

Background: On February 23, 2015, the Council for Affordable Quality Healthcare (CAQH) launched ProView. Since that time, there have been systems issues affecting access and retrieval of provider applications. This has caused a delay in retrieving information and subsequent processing of applications. Amerigroup Community Care Credentialing Department is monitoring the CAQH updates and is providing feedback to CAQH, as well as reviewing the daily issues log that CAQH generates.

✦ **What this means to you:** Processing of credentialing applications may be delayed, especially if Amerigroup is not authorized to receive information from CAQH. Our Credentialing Department is able to pull applications for providers as long as the provider has authorized Amerigroup to receive that information. Please insure that Amerigroup is authorized to retrieve the information and prevent additional delays in provider credentialing.

Additional information

Additional information and status updates are available from CAQH at <http://www.caqh.org/proview-status-updates-po.php>.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.



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