



CAQH Credentialing: Calling the Insurer

Your call can be to *any private insurance company that accepts the CAQH process*. These are your basic steps:

- 1. Call** their local office, and ask for the credentialing department.
- 2. Ask** if their company would be willing to grant you a log-in number to complete CAQH credentialing for your clinic's physicians.
- 3. Tell** them you have a provider information sheet ready to send. It may also help if you explain that it's your clinic's intention to become a preferred provider with their plan.



Quick success? Proceed!

If you're successful in your request, the insurer will ask you to submit your completed **Provider Information Sheet**. (*Reminder: there's a job aid for that too!*)

Once you get just one insurer to grant an initial log-in ID number, you can begin your CAQH credentialing process!

Barriers or waiting? Follow up!

- Be sure to follow up if you don't get a decision. You can do this by documenting who you speak with and the date each time you call.
- If they reject your request or you're not progressing, start over with a different insurance company.