

CAQH Frequently Asked Questions

What is CAQH?

The Council for Affordable Quality Healthcare® is a nonprofit collaborative alliance of the nation's leading health plans and networks. The CAQH mission is the improvement of health care access and quality for patients and the reduction of the administrative burden for health care providers and their office staff.

Whom do I contact for administrative support questions when using the database?

The CAQH Support Desk provides telephone service support Monday through Friday, from 7 a.m. to 7 p.m. Eastern time, to provide assistance with any questions you may have.

*Support Desk phone: 1-888-599-1771

*Support Desk email: caqh.updhelp@acsgs.com.

What is the objective of the CAQH database?

The CAQH database is designed to gather enrollment and credentialing data in a single repository that may be accepted by participating health plans and other health care organizations. Its objective is to simplify the data gathering process and enable physicians and other health care providers to easily update their information with just one source.

Why was the system developed?

A typical physician or health care provider contracts with 10 to 20 health care organizations, and each organization requires a time-consuming application. The amount of time associated with the application process is drastically reduced through the use of a standard application submitted to a single source.

How can I access this database?

Access and registration instructions are sent to physicians and other health care providers after submitting the *Physician/Professional Enrollment and Change Form* to the Provider Enrollment and Data Management department at Blue Cross Blue Shield of Michigan. Once you receive your CAQH registration kit and CAQH ID in the mail, you can directly access the database online. You can transmit the completed application online, or if you don't have Internet access, you can call the CAQH Support Desk at 1-888-599-1771 and request to receive an application by mail.

How will my confidentiality be maintained within the database?

The confidentiality and security of provider information and the privacy of system users are critical priorities for CAQH. The database is designed to be compliant with laws, rules and regulations relating to the privacy of individually identifiable health information. The CAQH database is housed in a secure network operations center. Only password- and PIN-authenticated users have access to restricted data, and all information is automatically encoded.

Who is paying for the database and how much does it cost?

There is no cost to you to use the database. Health plans and other health care organizations pay a set fee per provider to access information from the CAQH database.



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How do health plans and other health care organizations get access to my information?

The CAQH system is secure so that only health care plans and organizations authorized by you can access your information. Providers have access only to their own data, not that of others.

How will the information I supply to the database be used by Blue Cross Blue Shield of Michigan and Blue Care Network?

BCBSM and BCN will use the information to enroll, credential and recredential you for affiliation with our traditional and managed care networks. Information you change through the UPD, such as address, specialty, tax identification number or remittance address, will be used by Provider Enrollment and Data Management for updating corporate provider systems.

How often must my information be updated?

You must update your information at least every 90 days, but more frequently if required. You will receive automatic reminders to review and attest to the accuracy of your data. This is easily accomplished through a quick online visit or by calling an automated telephone system.

Where can I get additional information?

For more information, visit the CAQH website at https://proview.caqh.org/pr*, or call 1-888-599-1771.

*Blue Cross Blue Shield of Michigan and Blue Care Network do not control this website or endorse its general content.