



What is CAQH?

The Council for Affordable Quality Healthcare® (CAQH) is a not-for-profit collaborative alliance of the nation's leading health plans and networks. CAQH's mission is the improvement of healthcare access and quality for patients and the reduction of the administrative burden for healthcare providers and their office staff.

Who do I contact for administrative support questions when utilizing the database?

The CAQH Support Desk provides telephone service support Monday through Friday, from 7:00 am to 7:00 pm (EST) to provide assistance with any questions you may have.

Support Desk phone: 1-888-599-1771

Support Desk e-mail: caqh.uphelp@acsgs.com.

What is the objective of the CAQH Universal Provider DataSource?

The CAQH Universal Provider DataSource® (UPD) is a database designed to gather enrollment and credentialing data in a single repository that may be accessed by participating health plans and other healthcare 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 healthcare provider contracts with 10-20 healthcare organizations and each organization requires a time-consuming application. The amount of time associated with the application process will be drastically reduced through the use of a standard application submitted to a single source.

How can I access this database?

Access and registration instructions will be sent to physicians and other health care providers after you submit the Physician/Professional Enrollment and Change Form to BCBSM Provider Enrollment and Data Management department. You will be mailed a CAQH registration kit and CAQA ID to directly access the database over the Internet. You can transmit the completed application electronically through your modem, or if you don't have Internet access, you can call the CAQH Support Desk at 1-888-599-1771 and request an application be sent 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 UPD 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. All network traffic to and from the center is routed through redundant firewalls for complete security. Secure Internet access to application screens, use of passwords, electronic signatures/certificates, and powerful 128 bit Secure Socket Layer encryption are used to ensure only authenticated use of the system. Only password/PIN-authenticated users have access to their restricted data over connections that automatically encode all information.

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 healthcare organizations pay a set fee per provider to access information from the UPD.

How do health plans and other healthcare 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 UPD be used by BCBSM and BCN?

BCBSM/BCN will use the information to enroll, credential and re-credential 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?

At least every 120 days, but more frequently if required. You will be sent 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.

Who is eligible to participate in this program?

MDs, DOs, DPMs, DCs, DMD/DDS-oral surgeons, fully licensed psychologists and Independent Physical Therapists. Check web-DENIS and www.bcbsm.com for the latest information regarding the program.

Where can I get additional information?

For more information, visit CAQH Website at www.CAQH.org or call (888) 599-1771. You can also check web-DENIS and www.bcbsm.com for the latest BCBSM/BCN information regarding CAQH and the UPD .