

CAQH ProView® Profile Tip Sheet

You hear it all the time: “Make sure your CAQH ProView® Profile is up to date.” Do you ever wonder why is this so important, and what you need to update?

Why is this important?

We use the self-reported data in your CAQH ProView® Profile as the primary source to validate our provider directory and provider files, including changes to demographic information or practice affiliation(s). When discrepancies are found between our data and the CAQH ProView® Profile, we use the CAQH ProView® Profile as the source of “truth” and update our directories and provider files accordingly.

What do I need to update?

ALL practices and the various location(s) where you practice need to be listed, even if the locations are not your primary location. Think of it as anywhere you have the possibility to care for a patient should be listed.

Example: Dr. Smith is employed by ABC Family Practice. ABC Family Practice has several locations: 1 Main Street, Suite 2, 1 Main Street, Suite 5 (same medical complex but different locations), and 15 Second Street. Dr. Smith sees patients at all ABC Family Practice locations. In addition, he works at a XYZ Urgent Care on the weekends and sometimes does emergency room care at his local hospital.

In this example ABC Family Practice should be listed with the three locations, XYZ Urgent Care should be listed (with its address) and the local hospital (with its address) should also be listed.

Once you have made the updates, make sure to attest to your CAQH ProView® Profile. Click “attest” once you confirm that the status bar at the top of your profile, “Profile Data,” shows the word “Complete” in green.

Please note, if you **add** a group affiliation to CAQH ProView® Profile, you will need to submit a Provider Enrollment and Change Form (to BCBSVT) in to add it to the existing group contract. Within CAQH ProView® Profile we are only terminating group affiliations that no longer exist.

So, back to why is this important?

Using the example above if Dr. Smith’s CAQH ProView® Profile only listed ABC Family Practice and 1 Main Street, Suite 2 and not the other locations or affiliations, we would use the CAQH ProView® Profile as the source of truth and remove 1 Main Street, Suite 5, 15 Second Street, his affiliations for XYZ Urgent Care and the local hospital emergency room.

Our directories would not fully market his availability and any claims for services located in the location/affiliations we removed would deny for invalid provider/vendor combination.

Questions?

If you have any questions, please contact your provider relations consultant at (888) 449-0443 option 1.