

What to Expect During Professional Credentialing

Initial Credentialing

1. **Access CAQH ProView:** <https://proview.caqh.org/pr>
 - **New Users:** Register to obtain a CAQH ID and complete your application. Please authorize Highmark Inc. or grant Global Authorization to your CAQH application.
 - **Existing Users:** Sign in to update your application and re-attest. Please authorize Highmark Inc. or grant Global Authorization to your CAQH application.
2. **Complete Highmark's Initial Credentialing Request Form:** Highmark uses the information provided on this form to retrieve your Credentialing Application from CAQH.
3. **Application Processing and Review:** Applications are processed in the order received, and a Highmark Representative is assigned for review upon receipt from CAQH.
4. **Communication:** Highmark's primary method of communication for credentialing matters is email. Ensure your email address on file is current and accurate.
 - **Respond promptly:** A Highmark representative will email for any additional information needed. If a Credentialing Contact is not listed, communications will be sent to the Primary Practice email on the application or the email from the initial credentialing request.
 - Check all spam/junk folders for Highmark emails. Timely responses are crucial for a smooth process.
5. **Consequences of non-response:** Failure to provide requested information will result in the discontinuation of your credentialing process. If discontinued, you must reapply by completing a new Initial Credentialing Request Form.
6. **Medical Director Approval:** Completed applications are reviewed by Highmark's Medical Director for approval.
 - **Approval:** Upon approval by the Highmark Network Quality and Credentials Committee or the Medical Director, you will receive written notification, including applicable network(s) and effective date(s).
 - **Denial:** If initial credentialing status is denied, you will receive written notification within 60 calendar days.

Recredentialing

Approximately six months prior to the end of the three-year credentialing cycle, Highmark will send a letter to notify the practitioner that it is time for recredentialing.

1. **Access CAQH ProView:** <https://proview.caqh.org>
 - Log in to CAQH ProView to review and re-attest to your application. **Authorize Highmark Inc. or grant Global Authorization if not already done.**
2. **Application Processing and Review:** Once your application is received from CAQH, a Highmark representative will be assigned for review.
3. **Communication:** Highmark's primary method of communication for credentialing matters is email. Ensure your email address on file is current and accurate.
 - Respond promptly: A Highmark representative will email for any additional information needed. If a Credentialing Contact is not listed, communications will be sent to the Primary Practice email on the application or the email from the initial credentialing request.
 - Check all spam/junk folders for Highmark emails. Timely responses are crucial for a smooth process.
4. **Consequences of Non-response:** Failure to provide requested information will result in the discontinuation of your re-credentialing process. If discontinued, you must reapply by completing a new Initial Credentialing Request Form.
 - Failure to respond will be interpreted as intent to terminate your participation from Highmark Network(s). Your patients will be notified of your non-participating status.
5. **Medical Director / Committee Review:** Completed applications are reviewed by the Highmark Medical Director and/or the Network Quality and Credentials Committee. You may continue seeing patients and billing for services as a participating, in-network provider unless you receive a letter specifically indicating otherwise.
 - Adverse decisions are communicated by letter within 60 days.
6. **Appeal Process for Terminated Providers:** If terminated, full appeal rights will be detailed in your termination letter.
 - A written appeal request must be submitted via email or facsimile to Highmark, using the address/number specified in the letter, no later than 30 calendar days from the date you received it.

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