For Internal Use Only: **ADA-CAQH Credentialing FAQs**

About the Collaboration

Q: What is the working relationship between ADA and CAQH?

A: ADA and CAQH have formed a strategic alliance to help streamline the credentialing process for dentists and participating organizations, such as payers, hospitals and employers. Currently, dentists submit multiple credentialing applications and other related information to numerous dental health plans, employers of dentists, and other healthcare organizations for credentialing, directories and other data requirements.

The ADA® credentialing service, powered by CAQH ProView®, enables dentists to enter their professional information one time in an easy-to use, digital platform, helping to reduce redundant paperwork. This platform is fast, protected and free to dentists, allowing them to share their information with the participating organizations they choose.

Q: What is CAQH ProView?

A: CAQH ProView is an online provider data-collection solution. It streamlines the process of collecting provider data by using a standard electronic form that meets the needs of nearly every health plan, hospital and other healthcare organization. CAQH ProView has been in use for more than 15 years, and is widely used and trusted by the healthcare industry. It currently includes more than 1.4 million participating healthcare providers, who share their professional data with over 900 participating organizations.

The Benefits

Q: What are the benefits for me as a provider?

A: The benefits are:

- The ADA credentialing service will help streamline the credentialing process for dentists to participate in payer networks.
- Utilizing the CAQH ProView online provider profile and database, the ADA credentialing service will provide a centralized and protected location for storing and updating dentists' data and documentation.
- Unlike the current manual and mostly paper-based process, this service will deliver a digital data solution that is fast, protected and free to U.S. practicing dentists. It also makes it easier to make updates when practice or professional information changes.
- Dentists need to only enter their professional data one time, then they can share it with the participating organizations they choose, eliminating the need to complete multiple forms.
- Every 120 days, quarterly attestation reminders are sent, alerting dentists to update and confirm their information, keeping it timely and accurate.

Q: Will payers participate right away?

A: Yes, a number of dental payers already participate in CAQH ProView to obtain professional and practice information from dentists. Dentists will be able to see an updated list when the ADA credentialing service launches in October 2017. You can also go to this link now on the CAQH website to check out if network is a participating organization.
https://www.caqh.org/solutions/caqh-proview-list-participating-organizations

Q: Can I control which payers see my information?

A: Yes, only the participating organizations you choose will be able to see your information, and only once you attest. For example, if you are actively on roster with a participating payer network, that network will be able to view your data once you've attested.

About the Service

Q: How does it work?

A: Any U.S. practicing dentist can log in and begin the credentialing process by following these simple steps:

- Login to their My ADA profile through the ADA website.
- Select the "My Credential" icon where they'll be given a list of items they will need in order to complete the credentialing process.
- Accept the ADA Terms and Conditions to be redirected to the CAQH ProView Welcome Page.
- Click on "Get Started."

From there, dentists will see their prepopulated information from the ADA or the information they attested to previously. Once that profile is complete and attested, dentists grant permission for the dental plans and other participating organizations they choose to access their data. It's estimated that the entire process takes about one hour to complete.

If that information is already up-to-date and complete, all the dentist needs to do is re-attest.

The system sends out quarterly attestation reminders, alerting dentists to update and confirm their information every 120 days, keeping it timely and accurate.

Q: When will this service be available and who can use it?

A: The ADA and CAQH will make this service available to all U.S. practicing dentists, including non-members, in mid-October 2017.

Q: Why do non-members have this benefit?

A: Credentialing is a requirement for all dentists participating with public or private plans in the U.S. and we believe this offering is part of our mission to serve the entire profession.

Q: Is this service compliant in my state?

A: In certain states, the CAQH ProView application is either mandated or acceptable for credentialing purposes. In almost all cases, the data you are asked to input will match the data required by the state where you practice.

Q: Who pays for the service?

A: The ADA credentialing service will be free and available to all U.S. practicing dentists. All fees and subscriptions are paid by the participating plans, employers and other healthcare organizations that participate in CAQH ProView.

Q: How is my data protected?

A: ADA and CAQH work together to manage your data in a protected manner. Data within the CAQH ProView system is held in a secure manner that meets or exceeds National Committee for Quality Assurance (NCQA) standards.

Q: What if I used the ADA credentialing service last year and only partially completed?

A: We will alert you in October 2017 that the ADA® credentialing service, powered by CAQH ProView® is available so you can complete your file and attestation starting from your My ADA page.

Q: What if I have an immediate need today?

A: If you completed your file with the ADA in the past and have a need today you can contact the Member Service Center for information and assistance. Call the Member Service Center: 800.621.8099 Monday – Friday 8:30am – 5:00pm, or email: msc@ada.org and they can help you with next steps.

If you are already an active user in CAQH® ProView, you can continue to use that service as before. We will let you know when it is time to log in through My ADA.