



CAQH ProView “Office Hours” for Dental Group Administrators

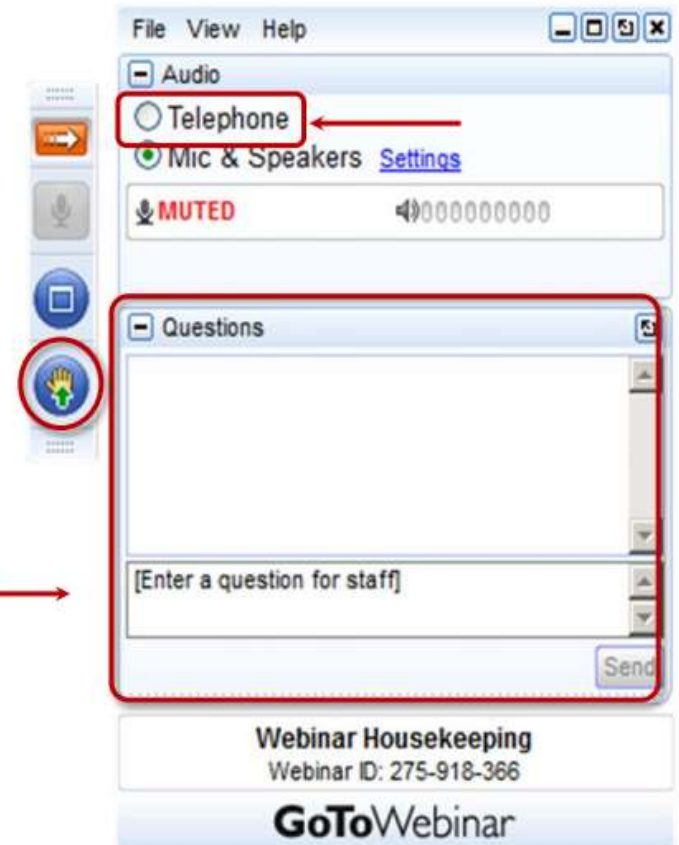
Hosted by the
American Dental Association
and CAQH

July 19, 2018

Logistics: How to participate in today's session

- **For today's session:**
 - All attendees will receive an email with the presentation slides and other key resources after the conclusion of our webinar.
- **Your phones will be muted upon entry and during the webinar.**
- **Throughout the session, you may communicate a question via the web.**

Questions about the ADA credentialing service, powered by CAQH ProView can be directed to CAQH & ADA via the **questions panel on the right side of the GoToWebinar desktop.**



Today's agenda

- Welcome and Introductions**
- Overview: the ADA[®] credentialing service, powered by CAQH ProView[®]**
- Review previously submitted questions**
- Open for Q&A**
- Closing remarks and follow-up information from today's session**

Introductions

- **ADA attendees:**
 - Sarah Tilleman, Senior Manager, Credentialing and Third Party Payer Advocacy
 - Charles Lara, Manager, Member Service & Training

- **CAQH Attendees:**
 - Charlene Harrison, Associate Director, Operations

Overview

These office hour sessions are designed for:

- **Office / credentialing / practice managers** who support large group dental practices (with approx. >100 dentists); and
- who are already familiar with CAQH ProView

For dental offices just starting to explore the ADA® credentialing service, powered by CAQH ProView® these are recommended resources to get started:




- CAQH offers on-demand trainings to learn more about CAQH Proview
 - Pre-recorded trainings are also available
- CAQH ProView Dentist Quick Reference Guide
- CAQH ProView Dentist Practice Manager Module User Guide

Links to all resources will be emailed to registrants after today's webinar

The screenshot displays the CAQH ProView website interface. At the top, there are three navigation buttons: 'About', 'CORE', and 'Explorations'. Below this, the main heading reads 'CAQH ProView Trainings for Practice Managers & Providers'. A sub-heading states: 'CAQH offers webinar trainings as an additional resource to help familiarize practice managers and providers with CAQH ProView®. The trainings are offered on multiple dates.' Underneath, there is a section for 'ON DEMAND WEBINARS' with a 'Train at your convenience.' note and two bullet points: 'Recorded Provider Overview training' and 'Recorded Practice Manager Module training'. A section titled 'CAQH PROVIEW: PROVIDER PORTAL OVERVIEW' includes the text 'Learn how to navigate CAQH ProView as a provider.' and 'After registering, you will receive a confirmation email containing information about joining the webinar.' It lists three dates: 'Tuesday, August 21, 2018 1:00 - 2:30 ET', 'Tuesday, September 18, 2018 1:00 - 2:30 ET', and 'Tuesday, October 16, 2018 1:00 - 2:30 ET', followed by a blue 'REGISTER' button. The bottom section, 'CAQH PROVIEW: PRACTICE MANAGER MODULE', includes the text 'Learn how to navigate the CAQH ProView Practice Manager Module.' and 'After registering, you will receive a confirmation email containing information about joining the webinar.' To the left of the screenshot, two overlapping document covers are shown. The top one is the 'Dentist Quick Reference Guide' with 'Version: 1.0' and 'Last updated: 10/26/2017'. The bottom one is the 'Dentist Practice Manager Module User Guide' with 'Updated: November 28, 2017'.

Credentialing challenges for dentists

Pain points as described by dentists (and their staff):

	Each plan requires a separate form
	Varied data submission channels, often manual
	No standardized format or questions among plan forms

The ADA® credentialing service, powered by CAQH ProView®

Why the American Dental Association (ADA) formed a strategic alliance with CAQH:

ADA American Dental Association®

America's leading advocate for oral health

- Opportunity to reduce the administrative burden for all dentists & their staff.
- Streamline the dental plan credentialing process.
- Create a best-in-class solution for the dental industry to efficiently collect dentist data.
- Accelerate dentist adoption of a single electronic solution for credentialing and other data needs.
- Preserve and augment the ADA commitment to members and nonmembers.

About CAQH



PROVIEW[®]

CAQH, a non-profit alliance, creates shared solutions to streamline the business of healthcare. CAQH launched in 2002 and became the healthcare industry standard for an universal provider credentialing application.

**Over 1.4M
providers**

standard and allied using
CAQH ProView

**15 years
experience**

as the default solution for
healthcare credentialing

**Over 900
healthcare
organizations**

are receiving provider data
from CAQH ProView

Dental plans now participating in CAQH ProView® include:



Key CAQH ProView® benefits for dentists

Choose patients over paperwork.

"The ADA credentialing service is an efficient and simple way to periodically re-credential with numerous insurance carriers. In fact, six of the insurance companies we participate in, or have interactions with, use the service."
— Dr. Ron Ganik

Tired of endless paperwork for credentialing with multiple plans?

The ADA® credentialing service, powered by CAQH ProView®, is a digital solution to help streamline the process so you and your team can spend more time on patients and less time on paperwork.

Learn more at [ADA.org/credinsert](https://ada.org/credinsert)

CAQH Solutions | PROVIEW | ADA American Dental Association

- Free to all dentists; ADA members and nonmembers.
- Single “dentist profile” to share with authorized plans.
- Robust security features protect data.
- Electronic data and document images are captured through direct upload, eliminating paper.
- Practice managers maintain information on multiple locations and dentists.
- Dentist support via phone and live chat.

Previously asked questions

Previously asked questions have been bucketed into the following areas of focus:

1. Understanding the new dental user experience as it pertains to logging into myADA.org.
2. Bulk upload / group management of dental CAQH ProView profiles.
3. How to add a new profile, how to add a new practice location, how to update information like license renewal and DEA?
4. How do payers interact with my CAQH ProView profile(s)?

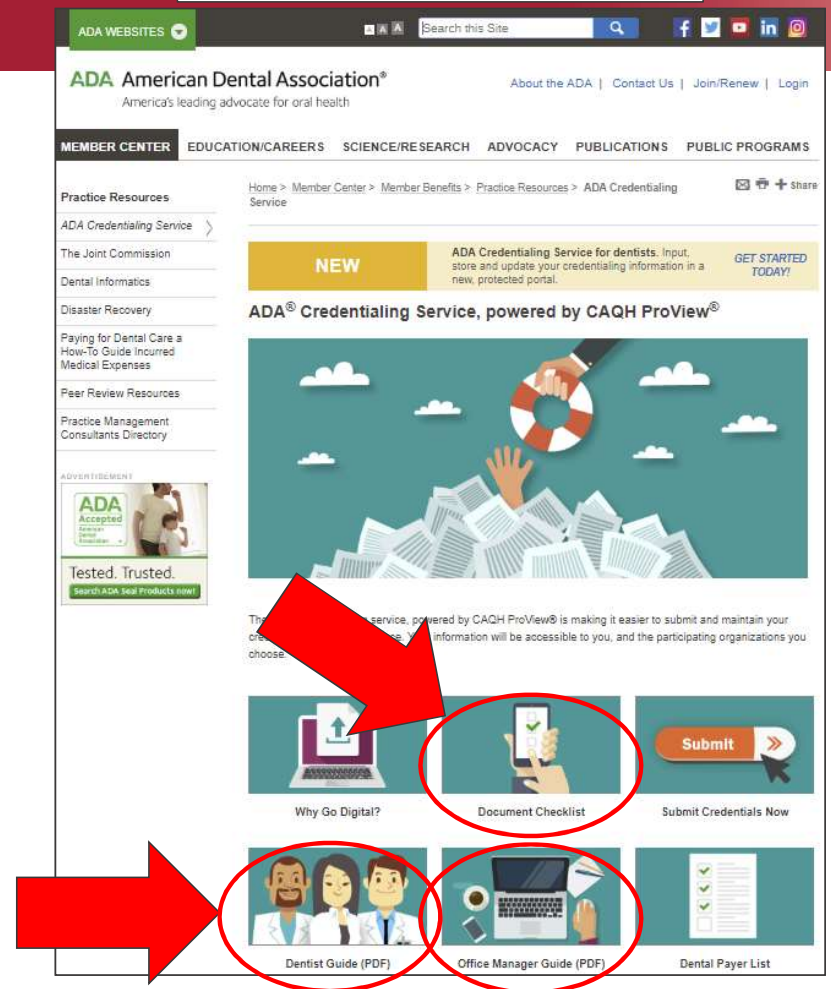
Making it easy for dentists in your group

- Begin at [ADA.org/credentialing](https://www.ada.org/credentialing)

Several resources here to help dentists and their staff to get started:

- Document Checklist
- Dentist Guide
- Practice Managers Guide

[ADA.org/credentialing](https://www.ada.org/credentialing)



How to login through ADA single sign-on (SSO)

- The alliance has created Single Sign-On (SSO) access for all dentists
 - Dentists logging into ADA are also logged into CAQH ProView
- Start at [ADA.org/credentialing](https://www.ada.org/credentialing) to navigate to the CAQH ProView®
- Enter the CAQH ProView® application to complete form by clicking **“Get Started Today”** alert bar or the **“Submit Credentials Now”** box

[ADA.org/credentialing](https://www.ada.org/credentialing)

The screenshot displays the ADA.org/credentialing website. At the top, there is a search bar and social media icons. The main navigation includes 'MEMBER CENTER', 'EDUCATION/CAREERS', 'SCIENCE/RESEARCH', 'PUBLICATIONS', and 'PUBLIC PROGRAMS'. A purple arrow points to a yellow 'NEW' alert bar that says 'ADA Credentialing Service for dentists store and update your credentialing information in a new, protected portal.' To the right of this bar is a purple circle containing the text 'GET STARTED TODAY!'. Below the alert bar is a large graphic with a hand holding a life preserver over a pile of papers. Another purple arrow points to a 'Submit' button with a right-pointing arrow, which is circled in purple. Below this button is a 'Submit Credentials Now' link. At the bottom of the page, there are three PDF guides: 'Dentist Guide (PDF)', 'Office Manager Guide (PDF)', and 'Dental Payer List'.

How to login through ADA single sign-on (SSO)

ADA American Dental Association®

CAQH Solutions | PROVIEW.

Welcome! The ADA has teamed up with trusted healthcare technology provider CAQH Solutions to make it easier for all U.S. practicing dentists (members and nonmembers) to submit your professional and practice credentials to any payer in the CAQH network. Applicable information from your dentist profile will be combined with CAQH data to move you through the attestation process faster.

Read the FAQ at [ADA.org/credentialing](https://ada.org/credentialing).

Login

The page you have requested requires user authentication.

User ID/ADA Number [Forgot User ID](#)

Password (case sensitive) [Forgot Password](#)

All ADA passwords must be at least eight characters long and contain at least one uppercase letter, lowercase letter and number.


Remember me

[ADA.org/godigital](https://ada.org/godigital)

- [ADA.org/credentialing](https://ada.org/credentialing) will redirect to SSO login screen ([ADA.org/godigital](https://ada.org/godigital))
- Use ADA User ID and password to login
 - All your dentists already have an ADA number and log-in
 - True for members and nonmembers
- **Need to locate a ADA User ID?**
 - Contact ADA Member Service Center at mcs@ada.org or (800) 621-8099
- ADA passwords can be reset online
 - Self-service reset feature
 - Each dentist will have to have a unique email address to reset the password and access the account

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-  Understanding the new dental user experience as it pertains to logging into myADA.org.
2. Bulk upload / group management of dental CAQH ProView profiles.
3. How to add a new profile, how to add a new practice location, how to update information like license renewal and DEA?
4. How do payers interact with my CAQH ProView profile(s)?

Bulk upload / group management of dental CAQH ProView profiles

1. Is there a way to bulk upload dentists info (if they don't yet have a CAQH profile)?
2. Do we have to log in to each dentist's profile 1-by-1, not just to setup a profile and complete attestations—but to maintain them?
3. How can we be notified if something is incomplete, incorrect, or otherwise in need of our attention when we are monitoring/managing so many profile on behalf of our dentists?

Bulk upload / group management of dental CAQH ProView profiles



4. Our team noticed changes made to the CAQH sign-on, and it now requires an ADA profile. As a DSO we setup our new dentists with a CAQH application as it used by many of our payers for initial and re-credentialing processes.

With it now requiring an ADA login, we cannot actively initiate this process on behalf of new dentists. It also raises concerns of an additional source of data management. To better understand the impact of how this will affect our payer information, please address the following questions:

- What is the hierarchy of the data? Does the ADA trump CAQH data or vice versa?
- CAQH requires attestation every 120 days, will ADA also require this?
- The primary email address in ADA is usually the dentist's personal email, will this override the CAQH email of their work?
- What happens if we push an update to CAQH via Echo/Symed that is not reflected in the ADA system?
- What is the frequency of the updating feed?
- Will the CAQH login be the same as your ADA login?

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CAQH Practice Manager module

CAQH to live demo of how to use the *Practice Manager* module to:

- Add a new dentist
- Add a new office
- Update dentists' information (i.e., license renewals, DEA, etc.)



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4. How do payers interact with my CAQH ProView profile(s)?

How do payers interact with my CAQH ProView profile(s)?

1. Where/how do payers access everything versus contacting the employer?
2. Can an administrator login and view any notifications regarding missing items or where the new doctor or new office application is in its approval process?

Open Discussion and Q & A

Use the chat function in **GoTo Webinar** to ask your questions!

Please submit your questions

Via the Web – Enter your questions or comment into the “Questions pane in the lower right hand corner of your screen.



Thank you!

ADA will circulate an email that recaps our conversation today to all attendees; including contact information for the appropriate team members.