

Center for Dental Benefits, Coding and Quality

Credentialing 101 for Dentists: Intro to CAQH ProView®

October 26, 2022

ADA American Dental Association®

Disclaimer

- *This presentation provides general information*
- *Not a substitute for legal advice*
- *Dentists should contact their personal attorneys for specific legal advice*

Dennis McHugh

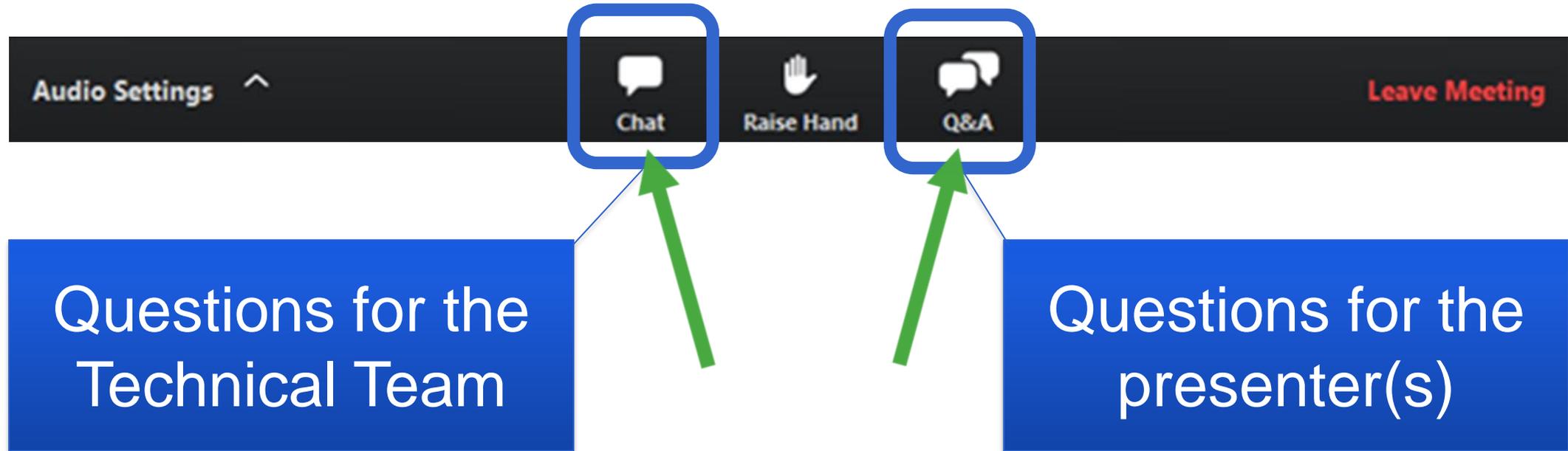
Manager

Third Party Payer Advocacy

American Dental Association



To interact during the webinar:





Michael Woods

*Senior Manager, Product Marketing
CAQH ProView*

Brittany Lanahan

*Manager of Operations
CAQH ProView*



Disclosures

Michael Woods and Brittany Lanahan have no relationships to disclose.

ADA® credentialing service, powered by CAQH ProView®



Less paperwork means more time with patients

CAQH Solutions | **PROVIEW** | **ADA** American Dental Association®

One solution, priceless hours saved.

About CAQH

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 a universal provider credentialing application.

CAQH[®]
Solutions

PROVIEW[®]

**>1.9M
providers**

standard and allied
using CAQH ProView

**>20 years
experience**

as the default solution for
healthcare credentialing

**>1,000
healthcare
organizations**

receive provider data
from CAQH ProView

About The ADA CAQH Alliance

- Formed in 2017 to simplify credentialing for dentists and dental plans
 - One credentialing application for all participating dental plans
 - Standard data elements improve efficiency and accuracy
 - Fewer requests to submit, correct or update information
 - Machine-readable format simplifies data processing by dental plans
 - Practice manager module enables batch uploads for groups
 - Adoption of a single solution increases benefits for all stakeholders
 - **Free of charge**

The ADA[®] credentialing service, powered by CAQH ProView[®]

What is credentialing?

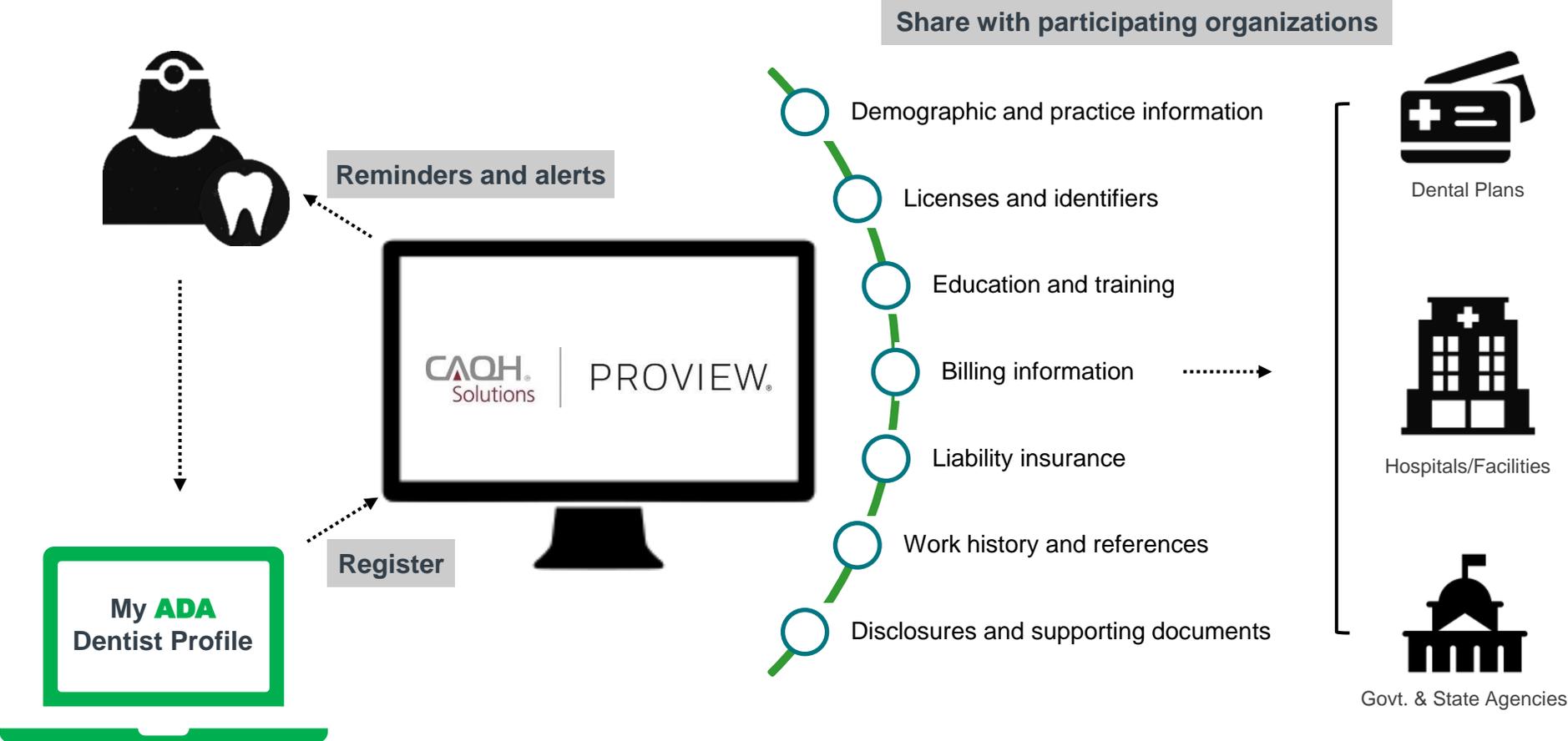
- The entire credentialing process is actually comprised of 3 steps:

- Collection of Demographic Info and Responses to Required Disclosure Questions
- Committee Review
- Contracting

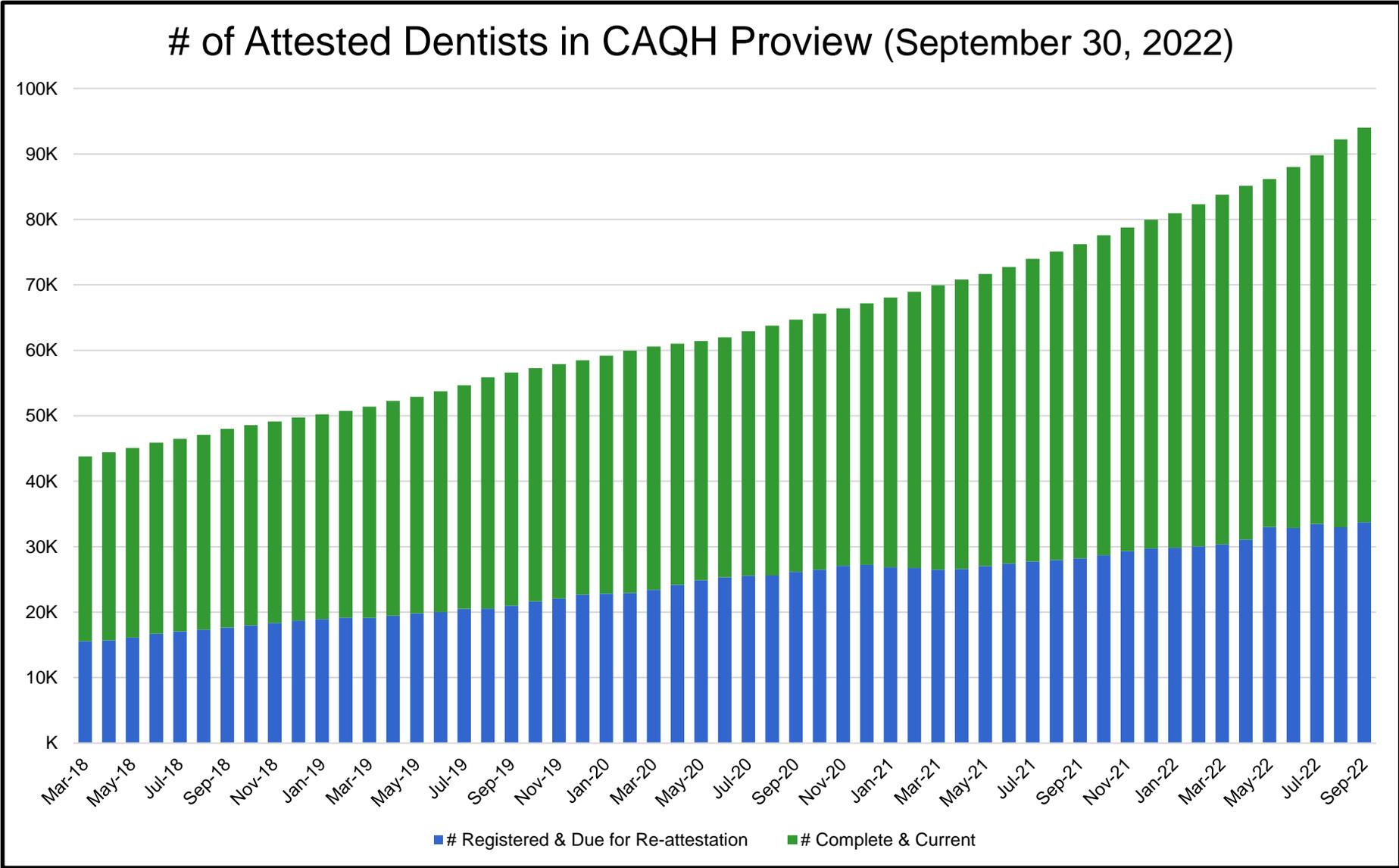


ADA credentialing service, powered by CAQH ProView
comes in here!

The ADA[®] credentialing service, powered by CAQH ProView[®]



Dentists Adoption Trends



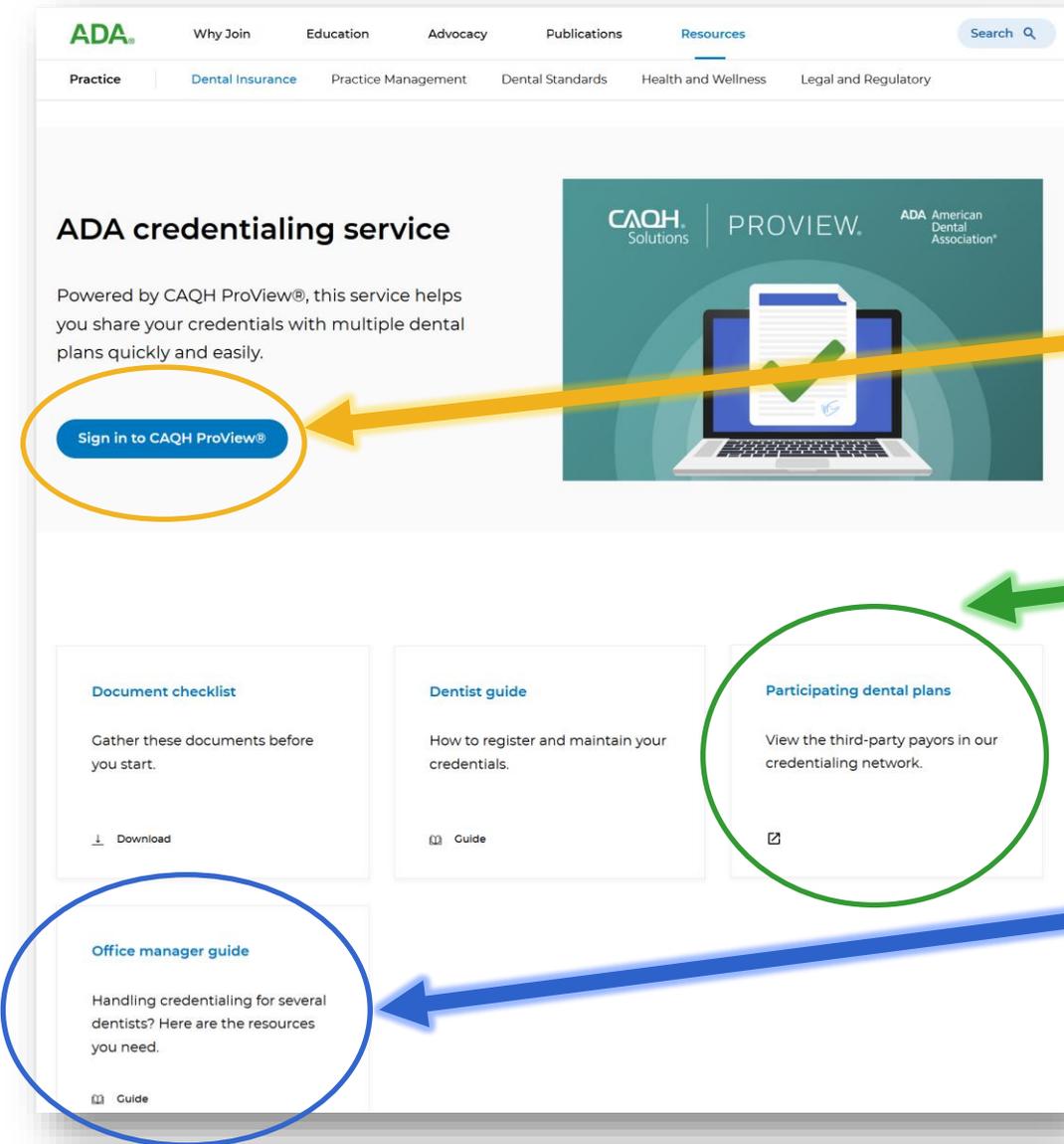
✓ > 94K dentists have attested to their information in CAQH ProView (as of 9/30/22)

✓ Dentist adoption of CAQH ProView is accelerating

Sample of Dental Plans Participating in CAQH ProView



ADA Resources for Dentists and Staff



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

Several resources here to help dentists get started

✓ To Log In, start by clicking blue “Sign In to CAQH ProView” button

Q: Want to know if a certain dental payer is using CAQH for credentialing?

• A: Click on the “Dental Payer List” feature box to see the list that is kept up to date on CAQH’s website

Q: Office Managers looking for info & resources?

• A: See the top yellow banner box to link to the “Credentialing Resources for Office Managers” page

Getting Started

Q: What will I need to get started with the ADA credentialing service?

A: CAQH & ADA have developed a handy checklist (available at [ADA.org/credentialing](https://ada.org/credentialing)).

Q: How long will it take to complete my credentialing profile?

For dentists who are new to CAQH ProView, most report completing their CAQH ProView profile in an average of 1-2 hours, depending on how prepared you are when you first log in. Reviewing the checklist will help.

The good news is re-attesting only takes 5-10 minutes for most dentists using ProView.



PROVIEW.



Your Credentialing Checklist: Get Started Today

The ADA® credentialing service, powered by CAQH ProView® provides a digital alternative to the slow and cumbersome traditional paper method. To streamline your credentialing paperwork process and spend more time with patients, **any U.S. licensed dentist can use this service for no cost, regardless of their current ADA membership status.**

Here's what you'll need to begin completing the simple form at [ADA.org/godigital](https://ada.org/godigital).

These items are necessary to complete your credentialing application:

- A copy of your state license
- A copy of your professional insurance face sheet
- Practice information
- NPI Number

You may also need the following:*

- Hospital affiliation information
- A copy of your anesthesia license
- A copy of your DEA (Drug Enforcement Administration) license
- A copy of your CDS (Controlled Dangerous Substances) license
- Medicare number
- Medicaid number
- BLS (Basic Life Support) certification information
- ACLS (Advanced Cardiovascular Life Support) certification information

*Depending on the state in which you practice, additional documents may be required.

Frequently Asked Questions

Q: Can any dental plan access my data?

A: No. You control who has access to your information — and participating organizations (dental plans) are not allowed access without your authorization.

Only the plans you've chosen will have access to your information.

Q: Can I print out or save a copy of my credentialing application?

A: Yes. CAQH ProView gives users the ability to download and print a data summary or the complete state replica application.

When the download option is selected the system renders either a PDF or Word document, and files can then be saved on a computer or printed out.

Frequently Asked Questions

Q: Why does CAQH ProView require me to re-attest every 120 days?

A: The CAQH ProView system is NCQA-accredited, and therefore designed to require all providers, including dentists, to re-attest their CAQH ProView profile every 120 days.

✓ **Re-attestation takes most dentists on average 5–10 minutes to complete!**

Helpful Tip: Communications from CAQH ProView —

The system is designed to automatically send email reminders when your next re-attestation due date is approaching, when certain documents are set to expire or when required documents need to be uploaded to your profile.

How Do I Log In? What Info Do I Need?

- ✓ All U.S. licensed dentists, including both ADA members and non-members, can access this **free service!**
- ✓ The login page is [ADA.org/godigital](https://ada.org/godigital)
- ✓ The first step to logging in is to make sure you have your **ADA ID number**—it functions as your User ID.
 - ✓ **All U.S. licensed dentists have an ADA number regardless of their ADA membership status.**
- ✓ If you need help retrieving your ADA ID number or resetting your ADA account password, please contact the ADA Member Service Center at 800-621-8099 or by email at msc@ada.org.

How to Log In to CAQH ProView thru your MyADA profile

✓ Log in at [ADA.org/godigital](https://ada.org/godigital)

ADA American Dental Association®

CAQH Solutions | **PROVIEW**®

Welcome! The ADA has teamed up with trusted healthcare technology provider CAQH to make it easier for all U.S. licensed 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.

For more information, read the FAQ at [ADA.org/credentialing](https://ada.org/credentialing).

Login

The page you have requested requires user authentication.

Most U.S. dentists and dental students, regardless of membership status, have an ADA number, which functions as your User ID.

Please follow the prompts below to log in.

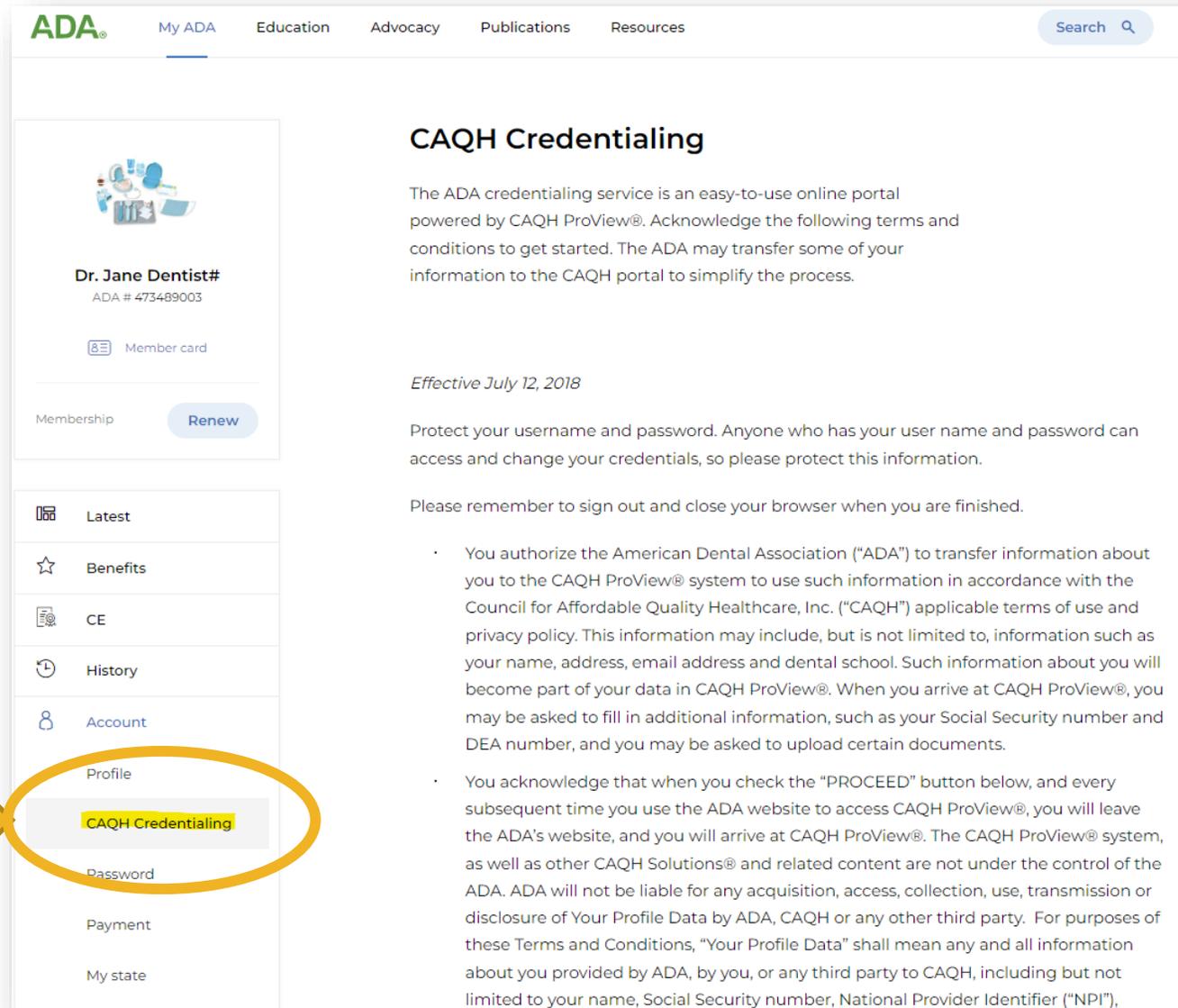
User ID/ADA Number [Forgot User ID](#)

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

How to Log In to CAQH ProView thru your MyADA profile



The screenshot shows the ADA MyADA profile page. The navigation bar includes the ADA logo, My ADA (highlighted), Education, Advocacy, Publications, and Resources. A search bar is located in the top right corner. The main content area is titled "CAQH Credentialing" and contains introductory text, an effective date of July 12, 2018, and a list of terms and conditions. On the left sidebar, the "Account" section is expanded, and the "CAQH Credentialing" link is highlighted with a yellow oval and a large yellow arrow pointing to it.

ADA My ADA Education Advocacy Publications Resources Search

Dr. Jane Dentist#
ADA # 473489003

Member card

Membership [Renew](#)

Account

- Profile
- CAQH Credentialing**
- Password
- Payment
- My state

CAQH Credentialing

The ADA credentialing service is an easy-to-use online portal powered by CAQH ProView®. Acknowledge the following terms and conditions to get started. The ADA may transfer some of your information to the CAQH portal to simplify the process.

Effective July 12, 2018

Protect your username and password. Anyone who has your user name and password can access and change your credentials, so please protect this information.

Please remember to sign out and close your browser when you are finished.

- You authorize the American Dental Association ("ADA") to transfer information about you to the CAQH ProView® system to use such information in accordance with the Council for Affordable Quality Healthcare, Inc. ("CAQH") applicable terms of use and privacy policy. This information may include, but is not limited to, information such as your name, address, email address and dental school. Such information about you will become part of your data in CAQH ProView®. When you arrive at CAQH ProView®, you may be asked to fill in additional information, such as your Social Security number and DEA number, and you may be asked to upload certain documents.
- You acknowledge that when you check the "PROCEED" button below, and every subsequent time you use the ADA website to access CAQH ProView®, you will leave the ADA's website, and you will arrive at CAQH ProView®. The CAQH ProView® system, as well as other CAQH Solutions® and related content are not under the control of the ADA. ADA will not be liable for any acquisition, access, collection, use, transmission or disclosure of Your Profile Data by ADA, CAQH or any other third party. For purposes of these Terms and Conditions, "Your Profile Data" shall mean any and all information about you provided by ADA, by you, or any third party to CAQH, including but not limited to your name, Social Security number, National Provider Identifier ("NPI"),

How to Log In to CAQH ProView thru your MyADA profile

The screenshot shows the MyADA profile page. The left sidebar contains a navigation menu with items: Latest, Benefits, CE, History, Account, Profile, **CAQH Credentialing** (highlighted in yellow), Password, Payment, and My state. The main content area is titled "CAQH Credentialing" and includes a "Renew" button under the "Membership" section.

CAQH Credentialing

The ADA credentialing service is an easy-to-use online portal powered by CAQH ProView conditions to get started. T information to the CAQH p

Effective July 12, 2018

Protect your username and access and change your cr

Please remember to sign c

- You authorize the A you to the CAQH Pri Council for Affordab privacy policy. This i your name, address become part of you may be asked to fill DEA number, and y
- You acknowledge th subsequent time yo the ADA's website, a as well as other CAG ADA. ADA will not b disclosure of Your P these Terms and Co about you provided limited to your nam

ADA IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFIT, REVENUE, YOUR PROFILE DATA, OR GOODWILL. IN NO EVENT SHALL THE AGGREGATE LIABILITY OF THE ADA AND ITS AFFILIATES AND SUBSIDIARIES EXCEED THE GREATER OF ONE HUNDRED U.S. DOLLARS (\$100.00) OR THE AMOUNT YOU PAID ADA, IF ANY, IN THE PAST THREE MONTHS FOR ANY SERVICE GIVING RISE TO THE CLAIM.

- ADA IS NOT LIABLE FOR ANY HARM RESULTING FROM YOUR PROFILE DATA, YOUR CONDUCT, YOUR USE OF THE ADA® CREDENTIALING SERVICE, POWERED BY CAQH PROVIEW®, OR ANY ACQUISITION, ACCCESS OR COLLECTION, USE, TRANSMISSION OR DISCLOSURE OF YOUR PROFILE DATA BY ADA OR ANY THIRD PARTY.
- These Terms and Conditions embody the entire understanding between the ADA and you, pertaining to the subject matter contained herein; and supersedes any and all prior negotiations, correspondence, understandings, or agreements between ADA and you regarding the subject matter herein.
- ADA may revise these Terms and Conditions from time to time. Any changes will be effective immediately upon posting the revised terms and conditions within this sign-in.

- Click here to acknowledge you've read, understood and agree to the Terms and Conditions.

Get started

Accept the T&Cs and then click "Get Started"

Sign On Success! You're now in CAQH ProView

RESOURCES AND TRAINING ▾

CAQH Solutions | PROVIEW®

Welcome to CAQH ProView®.

You have been redirected from your My ADA page and your information has been transferred, so you do not have to enter it again.

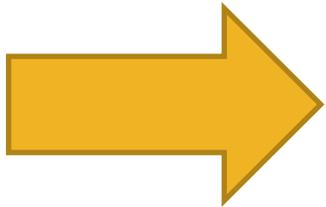
There are additional fields that require information from you to complete the process.

Get Started

ADA American Dental Association®

SIMPLE STEPS

By importing information from your My ADA profile, five sections of your CAQH ProView profile have already been started. To complete your profile and make it available to dental plans and other Participating Organizations, please follow these steps:



Review Your Provider Dashboard

The screenshot shows the CAQH PROVIEW dashboard interface. At the top left is the CAQH Solutions logo. The main header contains 'PROVIEW.' and navigation links for 'RESOURCES AND TRAINING' and 'SIGN OUT'. Below this is a user profile section with a notification bell, a profile icon, the text 'CAQH Training CAQHID# 13510005', and a settings gear. A secondary navigation bar includes 'HOME', 'PROFILE DATA' (with a green checkmark and dropdown arrow), 'DOCUMENTS' (with a red 'x' icon), and 'AUTHORIZE'. The main content area features a 'Welcome, CAQH.' message with 'Provider Status: Re-Attestation'. A central alert box states '98 days until your next attestation' with a clock icon, 'Last attested Sep 27, 2022' with a 'See history' link, and a 'REVIEW & ATTEST' button. Below this is a 'Help Patients Find You' alert with an exclamation mark icon, a message about practice locations, and a 'Review Now' button. The 'PROFILE DATA' section is highlighted with a green bar indicating 'Required fields complete' with a checkmark. It contains three sub-sections: 'Personal Information' (Updated September 27, 2022), 'Professional IDs' (Updated September 27, 2022), and 'Education and Professional Training', each with a green 'Required fields complete' bar and a checkmark. A blue help icon with a question mark is located at the bottom right.

Access user guides, a free training library and help desk information.

Review important notifications from CAQH.

Jump to specific sections of your profile.

Review your current status and attest to your information.

Understand your profile completion progress.

Click for help articles or to chat with an agent.

Complete Your Profile Using The Navigation Menus

The screenshot shows a web interface for completing a profile. At the top left, there is a navigation bar with a back arrow, a 'Save' button, and a forward arrow. Below this is a vertical navigation menu with several sections: 'PERSONAL INFORMATION' (expanded), 'PROFESSIONAL IDS', 'EDUCATION & PROFESSIONAL TRAINING', 'SPECIALTIES', 'PRACTICE LOCATIONS', 'HOSPITAL AFFILIATIONS', 'CREDENTIALING CONTACTS', 'PROFESSIONAL LIABILITY INSURANCE', and 'EMPLOYMENT INFORMATION'. Each section has a status indicator: a green checkmark for completed sections and a red asterisk for sections requiring more information. The main content area is titled 'PERSONAL INFORMATION' and contains a 'Profile Setup' section with a sub-header and a paragraph of instructions. Below this are four required fields, each with a dropdown menu: 'NUCC Grouping' (set to 'Dental Providers'), 'Provider Type' (set to 'Doctor of Dental Surgery (DDS)'), 'Practice Setting' (set to 'Inpatient/Outpatient or Outpatient Only'), and 'Primary Practice State' (set to 'DC'). At the bottom of the page, there are two buttons: 'Save' and 'Save & Continue'.

Click this arrow, or the one at the bottom of the page, to save and continue to the next page.

Expand section headers to view subsections.

Jump to specific sections of your profile by clicking that section.

Status indicators show which sections still require information and which are complete.

Authorize Dental Plans To Access Your Information

Welcome, CAQH.
Provider Status: Re-Attestation

98 days until your next attestation
Last attested Sep 27, 2022 [See history](#) **REVIEW & ATTEST**

You have made changes to your profile since your last attestation. You must attest for Participating Organizations to see your updated data.

- AUTHORIZATION SETTING**
- ORGANIZATIONS
- GROUP AUTHORIZATION

AUTHORIZATION SETTING

Healthcare organizations using CAQH ProView require your authorization to access your self-reported and attested information to conduct processes, such as, credentialing, provider directory updates and claims processing. By selecting one of the authorization options below, you are granting these organizations access to your self-reported and attested information.

When a healthcare organization subscribes to your data, should CAQH automatically authorize access?

Yes. Release my data to any organization that requests access.
RECOMMENDED

No. Ask me to review each organization's request.

* I hereby authorize the release of my full set of CAQH ProView self-reported information as indicated above.

SAVE

Choose an authorization setting for your profile.

Review which dental plans have access to your information.

Review and Attest To Your Data

 **120 days until your next attestation**
Last attested Oct 19, 2022 [See history](#) **REVIEW & ATTEST**

Correct Errors

Proview has identified items in your profile that need attention. You must address these items before you attest.

REQUIRED FIXES

Practice Location

Sub Section	Field	Error
ProviderAtTheLocation	Specialty	Please enter the field labeled, "Specialty"
ProviderAtTheLocation	Specialty	Please enter the field labeled, "Specialty"

You are ready to attest!

Click Attest to certify that you have carefully [reviewed all information](#) contained within your CAQH ProView profile provided by you in the profile is true, correct and complete to the best of your knowledge. You also acknowledge that your Profile will not be considered complete until supporting documentation and properly executed Authorizations are submitted. Once you attest, you can go to the Documents page to upload your supporting documents.

I have reviewed my Directory Data. To view your Directory Data, click [here](#).

I understand and agree that, as part of the credentialing application process for participation, membership and/or clinical privileges (hereinafter, referred to as "Participation") at or with each healthcare organization indicated on the "List of Authorized Organizations" that accompanies this Provider Application (hereinafter, each healthcare organization on the "List of Authorized Organizations" is individually referred to as the "Entity"), and any of the Entity's affiliated entities, I am required to provide sufficient and accurate information for a proper evaluation of my current licensure, relevant training and/or experience, clinical competence, health status, character, ethics, and any other criteria used by the Entity for determining initial and ongoing eligibility for Participation. Each Entity and its representatives, employees, and agent(s) acknowledge that the information obtained relating to the application process will be held confidential to the extent permitted by law. I acknowledge that each Entity has its own criteria for acceptance, and I may be accepted or rejected by each independently. I further acknowledge and understand that my cooperation in obtaining information and my

ATTEST

DOWNLOAD PDF


Help Patients Find You


View Your Directory Data


View Your Data Summary


Download Your State Application

Use these boxes to review your provider directory-related information.

Use these boxes to download copies of your entire profile.

Upload Supporting Documentation

DOCUMENTS

List of Documents

* Required documents are indicated with a red asterisk. For each required document click 'upload' and add one document.

Document Name	State	Uploaded Date	Expiration Date	Status ?	Document Actions
* Letter of Self Insurance/Explanation of No Insurance				Missing	Upload
* Standard Authorization, Attestation and Release	CAQH	09/14/2020		Failed ?	Delete Download Replace
DEA Waiver		06/18/2021		Approved	Delete Replace
Select document type ▼				Upload any additional documents you deem appropriate (optional).	Upload

Document slots are created when dentists fill out their profiles and a specific document type is triggered.

The document drop down is available to upload additional items not shown in the slots.

ADA

Credentialing Resources

For ADA credentialing service login assistance for member & nonmember dentists, contact:

ADA Member Service Center

800.621.8099

Monday – Friday 8:30 a.m. - 5:00 p.m. CT

Email: msc@ada.org

Live chat available at ADA.org weekdays from 7 a.m. - 6 p.m. CT

CAQH ProView Resources

For help with issues inside of the CAQH ProView application, contact:

CAQH ProView

888.599.1771

Monday-Friday

7:00 a.m. – 7:00 p.m. CT

Dental Insurance



Solving Dental Insurance Issues

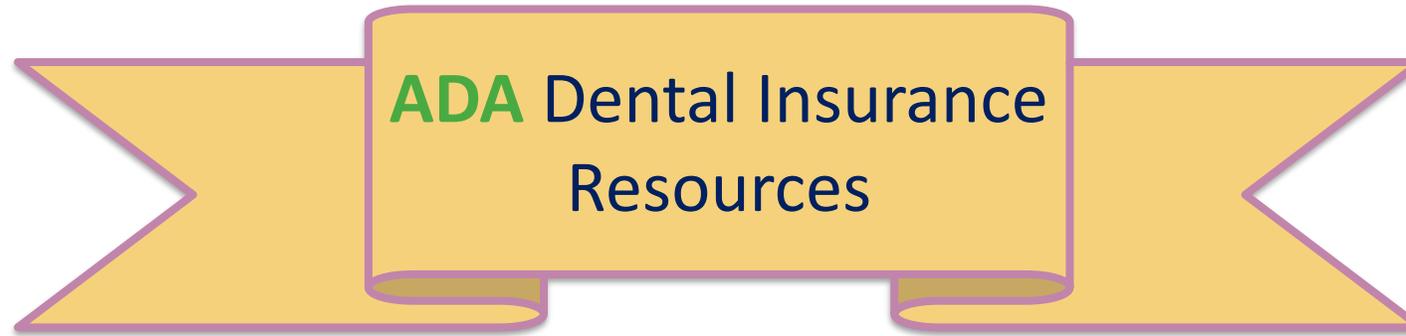
Challenges with dental insurance can take up valuable time and resources, so we're here to help. Here you'll find the answers you need, helpful tools and products that streamline the process, and an understanding of how the ADA is working on policy reform, locally and nationally. The ADA is constantly enhancing its ready-to-use member resources to help you successfully navigate everyday dental insurance obstacles on behalf of your patients.

Optimizing your Practice: Accurate Coding For – Treatment Planning / Record-Keeping / Claims

November 15, 2022
12:00 PM – 1:00 PM CST







**One-on-one assistance for members
800.621.8099**

**dentalcode@ada.org
dentalbenefits@ada.org**

**More online assistance at:
ada.org/cdt
ada.org/dentalinsurance**

Short Survey

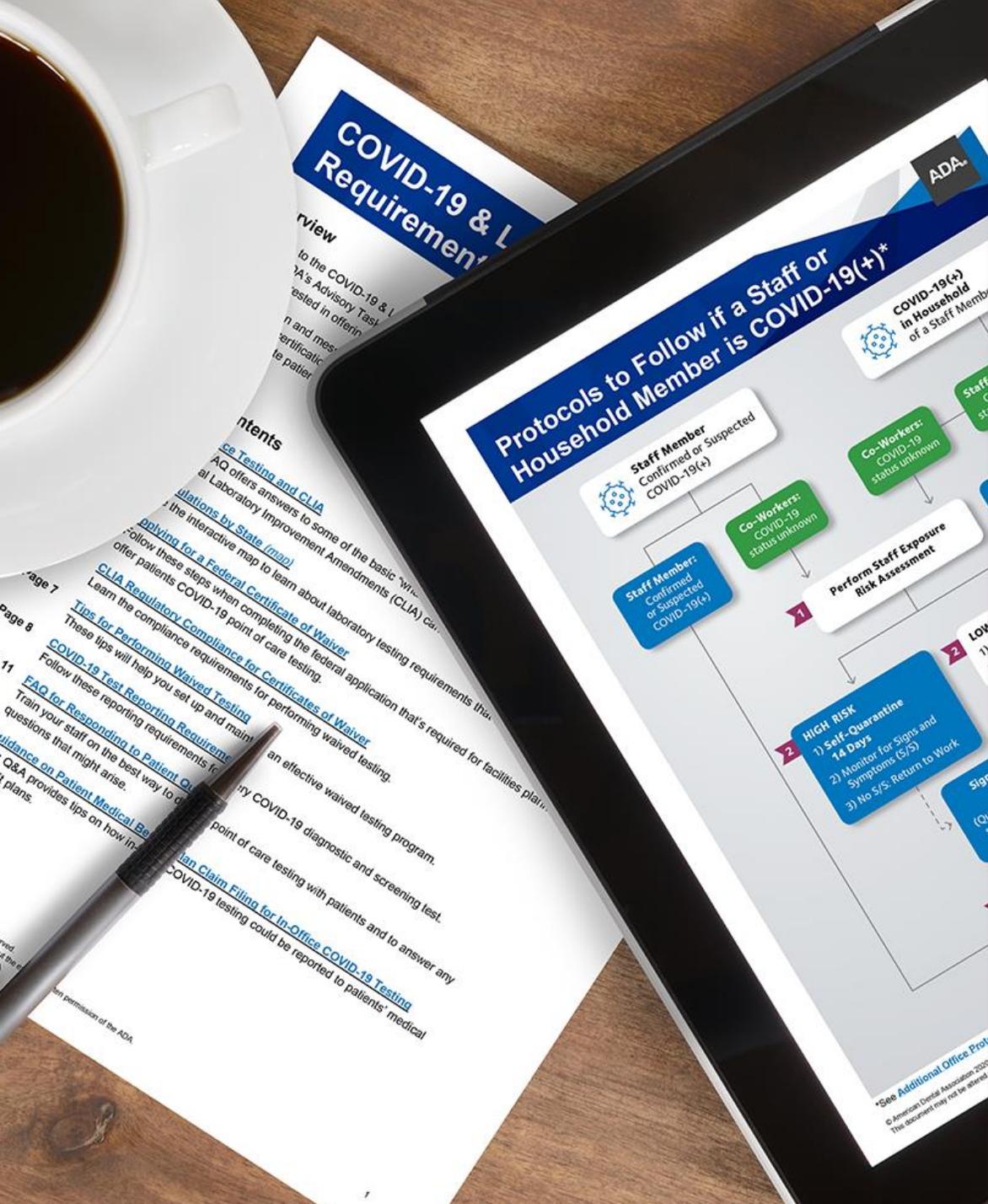
Please be sure to complete the short survey at the close of the program.

ADA C·E·R·P[®] | Continuing Education Recognition Program

The ADA is a CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry.

You will receive a CE Verification Letter to the email address you registered with in approximately 4 weeks.

Questions about CE, please email CE_Online@ada.org



We've got your back. Always.

It's thanks to the strength of 163,000+ ADA members that helps us successfully advocate for you and bring you essential resources, like today's webinar, when you need them.

Don't miss a single development, join or renew today:

[ADA.org/Join](https://ada.org/join)

[ADA.org/Renew](https://ada.org/renew)

THANK YOU!