



Your Credentialing Questions: **Answered**

We've noticed that some questions just keep popping-up. Here's a collection of those most-asked questions... and their answers of course.



General Questions

Who needs to complete the Credentialing Process?

Any professional provider (non-facility) who wishes to participate in a BlueCross and BlueShield of Nebraska network must complete the credentialing process. The provider must practice in a medical field that is eligible for participation and be billing for services-rendered within the State of Nebraska or a contiguous county. Please note that BCBSNE does not credential any Provisionally-Licensed provider types.

I'm already credentialed with BCBS-IA but I bill BCBSNE members too. Do I need to be credentialed with BCBSNE to have their claims process as in-network?

In this particular example we're using Iowa, but the answer would really work across-the-board. ... The answer to this question relies 100% on **the place services are rendered**. If you render services within the State of Nebraska, you'd need to be credentialed with BCBSNE to be considered in-network. If you, however, render your services entirely in Iowa, even though a vast majority of your patients may be BCBSNE members, you would only

need to be contracted and submitting claims to BCBSIA because that is where **services are being rendered**. For a more detailed explanation of how out-of-state claims are handled, see our [Professional Provider Policy and Procedures Manual](#) online. Section 2 is all about the BlueCard Program; this is the program that defines how out-of-state providers can bill the BCBS of their State to get claims processed quickly and at in-network levels.

I'm already a contracting provider under another clinic (or TaxID) but I'm changing locations or employers. Do I complete Credentialing again?

Chances are: no. If you're already contracting with BCBSNE and are simply changing employers or TaxIDs, we're not going to say that you have to complete Credentialing again. You would just need to complete an [Extend/Transfer Form](#) and return it to our Health Network Administration Department. This form requests that we "Extend" or "Transfer" your current BCBSNE Contracts over to a new employer or TaxID. If you are currently practicing as part of a PHO (Provider/Hospital Organization), though, things are a bit different; contact us for more information if you're leaving your PHO.



TIMELINE

How long does Initial Credentialing take?

There are countless variables throughout the Credentialing Process that affect how quickly our Health Network Administration Department can complete your application. Often times we must verify information with third-parties (boards, hospitals, State/County offices, etc.), and equally rely on them to process *our* requests in a timely manner. Also, if application data is inaccurate or incomplete, our Credentialing staff must do further follow-up research to verify accurate information. For a better idea of how long all of this will take, check out our [Credentialing Timeline](#) located on the nebraskablue.com Credentialing page.

I don't want my Credentialing to get delayed. How can I be sure this doesn't happen?

The biggest thing you can do to ensure your credentialing is not delayed is to maintain CAQH data that is both **accurate** and **complete**. A close second is to ensure you fill-out **all** applicable fields on the CAQH online application. For an overview of the [Top Reasons Behind Credentialing Delays](#), take a quick look at the list on NebraskaBlue.com.

When do I sign my Contracts/Agreements? Do I have to request Agreements from BCBSNE?

No need to separately request your Contracts or Agreements. They are now automatically sent-out to the provider as part of the Credentialing Process. Be sure that the **e-mail** and **mailing** information on your Request to Participate Form is accurate, though, because we'll use this information to send you your Agreements.

Why is my Credentialing taking longer than Dr. Bob's? We're even in the same Practice.

When it comes to Credentialing Reviews, one size does not fit all. Our Credentialing staff has to ensure that all the Review criteria are followed based on provider-type, background check info, schooling, previous actions by hospitals/boards, etc. So unless two providers have identical histories when it comes to medical education and practice, chances are their Credentialing Review process will differ slightly here-and-there; which could lead to differences in processing time. But fear not, we're working diligently on everyone's Credentialing Apps. And all apps are processed in **Date-Received Order**, so nobody will be cutting you in the Credentialing line.



CAQH

Who gives me my CAQH Provider ID Number?

Your CAQH Provider ID Number will come directly from CAQH as part of your Welcome Packet. BCBSNE does not assign or distribute CAQH Provider ID Numbers.

What does “Rostering” a provider mean?

In order for BCBSNE to participate in the CAQH credentialing initiative, we must submit and maintain a Roster in the CAQH system. The records within our Roster correspond to all of the individual providers who are currently contracting or in the process of contracting. Adding you to our Roster is the first step in getting you credentialed. Adding you to our Roster can be likened to us telling CAQH that: “This provider would like to contract with us, please have them fill-out the online app so we can start their Credentialing Review.”

How do I get myself (my providers) onto CAQH if they’re already contracted with BCBSNE?

Professional Providers who are currently contracting with BCBSNE but who have never previously enrolled in CAQH

will have the opportunity to do so at the time of their Re-Credentialing Review. The current Re-Credentialing cycle for BCBSNE providers is three years. This three-year timeframe will be utilized to roll-out the CAQH platform at a steady and manageable pace, allowing both us and CAQH to quickly respond to those providers who may have questions during the enrollment process.

Paper apps are okay; am I required to use CAQH?

Yes. By the completion of the scheduled CAQH roll-out period, any provider needing credentialed through BCBSNE must utilize the CAQH online application process. The only current exception to this is if a provider-type that currently is allowed to contract with BCBSNE is not an approved CAQH provider-type (ex: Lactation Specialists). These providers should contact our [Health Network Administration Department](#) for information on completing the credentialing process. Why the switch? Take a quick look at the [benefits!](#)

What in the world does “CAQH” stand for?

Oh that: “Council for Affordable, Quality Healthcare”



CAQH continued

Do I have to complete a Request to Participate form and a Universal (paper) Application?

No. The Universal Provider Application (UPA) is no longer available from the nebraskablue.com provider website and we've posted the Request to Participate form in its place. This Request to Participate form is the first step in the Credentialing Process since the implementation of CAQH. After submitting the Request Form to BCBSNE (to let us know you'd like to contract with us), CAQH will contact you with your next steps in filling out your Online Credentialing Application. This Online Credentialing Application directly replaces the paper Universal Provider Application. ... Think of it like this: your CAQH Online Application *is* your new-and-improved Universal Application.

Now that my application goes through CAQH, how do I check my application status?

The status of your app is now available online. Please refer to our [Status Check Instructions Sheet](#) for more detailed information on how to check your application's status; and definitions of the various statuses.

I've checked my Application Status online, but what is the status of my Credentialing Review within the BCBSNE Credentialing Department?

The online Application Status will notify you of any status changes or app errors prior to the BCBSNE Credentialing Review starting. CAQH does not forward a Credentialing Application to us until all reported errors or incomplete data is addressed via CAQH. If, however, your online status notes that your app has been completed **and accepted** by the CAQH system, and it has been at least seven (7) days since CAQH accepted the app as complete, and you have reason to believe there may be an issue with your application, you are able to request an update regarding the Credentialing Review from our Health Network Administration Department; [simply click here to begin](#).

It is important to remember that BCBSNE processes Credentialing Reviews in date-order from when we receive the completed application from CAQH; **we will not "move-up" a provider's application for faster processing under any circumstances**. This would be a disservice to other prospective providers who are also awaiting the completion of their Credentialing Review.



Re-Credentialing

What is Re-Credentialing?

In order to maintain participation status in any BCBSNE provider network, all professional providers must continually undergo Re-Credentialing reviews by our Health Network Administration Department. These reviews are completed at least once every three years, or when deemed necessary based on information received from licensing boards, the National Practitioner Data Bank, hospitals, certification boards, etc. During Re-Credentialing, BCBSNE reviews any changes in your credentials, verifies credentials and practice history, and reviews any possible Quality-of-Care information that is on-file. Successfully completing the Re-Credentialing Review is necessary to maintain network participation.

How will BCBSNE notify me that it is time for a Re-Credentialing Review?

In order to ensure the Re-Credentialing Review process is as un-obtrusive as possible in your everyday managing of clinical and patient affairs, BCBSNE will simply “pull” your CAQH digital application data when it is time for your Re-Credentialing. If your CAQH data is out-of-date or in-

accurate, then at that point our Credentialing staff will attempt to make contact with you or your office. It is highly recommended that all CAQH data is maintained on CAQH’s Re-Attestation schedule.

I’ve been a participating provider for some time but am changing employers, why do I need to complete Initial Credentialing rather than simply just a Re-Credentialing review?

BCBSNE has certain “Delegation” agreements with larger Provider/Hospital Organizations (PHOs) that allow them to credential their providers on behalf of BCBSNE. If you are leaving one of these PHOs and moving to an employer or independent clinic with whom BCBSNE does not have a “Delegation Agreement,” then BCBSNE will need to credential you directly. And because this is the first time our office is credentialing you directly (previously the PHO was doing the credentialing reviews), an Initial Credentialing Review will need to be done... If your CAQH information is up-to-date, accurate, and complete, however, this will be no more time-consuming than a Re-Credentialing Review.



Technology

Please keep in mind that since configurations and setups vary from computer system to computer system, it is not always possible for us to troubleshoot exactly what is causing your issue. The websites and interactive materials are designed to work without-issue under most system setups and are continually tested across multiple browsers on multiple platforms.

Are there any requirements for my computer to work with NebraskaBlue.com and/or CAQH?

Our Credentialing website and any applicable forms are fully compatible with **Microsoft Windows** (XP, Vista, 7). The following **Internet Browsers** are compatible: Internet Explorer (7, 8, 9), FireFox 4, Google Chrome, Safari 4 or 5. Our website **does require JavaScript** to be enabled on your system; see the [Technical Requirements Document](#) for more info on JavaScript. The most recent version of **Adobe Reader is also required** to complete and return our PDF e-forms. For detailed information regarding CAQH system requirements, contact the CAQH Provider Help Desk via email at CAQH.UPDhelp@acsgs.com.

When I click 'Submit' on BCBSNE electronic forms, nothing happens. What's wrong?

There are a few things that may cause this. First, make

sure you are using the most up-to-date version of the form; always use forms directly from our online [Form Library](#), and never use a version that you had previously saved to your computer. Second, make sure all of the required form fields are filled-in; if they're not, Adobe will recognize this and not allow the form to be submitted. And third, make sure you're running the most up-to-date version of [Adobe Reader](#) or Adobe Pro.

I'm having issues with the CAQH website and/or the online application process, who do I contact?

For issues with the online application, CAQH website, etc., you will need to contact the CAQH Provider Help Desk directly. **BCBSNE does not maintain any portion of the CAQH system, or have access to troubleshoot CAQH or online application issues.** You can contact the CAQH Provider Help Desk at CAQH.UPDhelp@acsgs.com, though, and they'll be able help resolve your issue.



Help Along The Way – Who to Contact...

The CAQH Provider Help Desk:

Questions regarding CAQH access, the Universal Provider DataSource, the online application, the CAQH website, or any other technical assistance: for things like these, you'll need to contact the **CAQH Provider Help Desk at 888-599-1771**. They're there from 6am – 8pm Mon through Thursday, and from 6am – 6pm on Fridays. If you're a fan of e-mail, you can reach them via cyberspace at CAQH.UPDhelp@acsgs.com.

The BCBSNE Credentialing Department:

Questions regarding the Credentialing Process, BCBSNE credentialing standards, participation policies and procedures, or any other issue not related to technical assistance: for things like these, you can contact the **Health Network Administration Department** at BCBSNE. They can be reached at **800-821-4787**. Or, again, if you prefer to e-mail us, we can be reached at this e-mail address: CredentialingRequests@NebraskaBlue.com.

Note that our Credentialing Department is within, and may be referred to as, the Health Network Administration Department. But don't worry, no matter what you call us, we'll help resolve your inquiry!

Your Regional Health Network Consultant:

For assistance with provider agreements, reimbursement, interpretation and development of billing and medical policies, please contact your appropriate regional Health Network Consultant:

-  **Charlie Kennedy**, Western Nebraska
-  **Loraine Miller**, Central Nebraska
-  **Sue McHargue**, Lincoln
-  **Angeline Ford**, Eastern Nebraska (Not Omaha/Lincoln)
-  **Patricia Cavanaugh**, Omaha
 - UNMC
 - Podiatrists
 - Dentists
 - Behavioral Health
 - PT/OT/ST
 - HME / Ambulance
-  **Vickie Richter**, Omaha
 - Alegent Creighton Health
 - Methodist Health System
 - MD/DO/ASCs/SNFs/Acute Care Hospitals

Your Consultant can be reached at 800-821-4787, Opt. 4

