

If your online status notes that your app has been completed and accepted by the CAQH system (*Initial Application Complete* or *Reattestation*), and it has been at least seven (7) days since the application was placed in that status, and you have reason to believe there may be an issue with your application, you can contact our [Credentialing Department](#) for further assistance.

**In order for us to obtain your application status, the following information MUST accompany your request:**

- ✓ **Provider Name (First M Last)**
- ✓ **Provider Specialty Type (ex: MD, PT, LIMHP, etc.)**
- ✓ **Provider SSN – *How we locate the provider's database folder; extremely important.***
- ✓ **Date Application was Submitted**
- ✓ **Method/How Application was Submitted (if other than CAQH)**
- ✓ **Contact Person's Name, Phone Number, and E-Mail Address**

