



PROVIEW™

Changes to Professional Liability Insurance (PLI) Quick Reference Guide

Version: 1.0
Last updated: 10/12/2016

CAQH is changing the Professional Liability Insurance (PLI) page to make it easier for you to manage your PLI records and to ensure you are providing the necessary information for credentialing.

Previously, CAQH ProView Providers who answered “Yes” to the “Self-Insured?” question could skip all required fields and were not required to upload any supporting documentation. This resulted in incomplete applications for many providers who should have been submitting PLI information. To address this issue, the following changes have been made to the Professional Liability Insurance section of the Provider application.

Click the links below and be directed to these pages:

- [PLI Section Not Completed Prior to this Change](#)
- [Renewing an Expired PLI Record](#)
- [Other Changes on the PLI Section](#)
- [Changes to PLI Documents/Letter of Self-Insurance](#)
- [Self-Insured Question](#)

If you haven't answered this section of your application prior to this change, you may see the following:

- A new leading question has been added to the PLI section of your application: “Are you covered under a professional liability insurance policy?”

HOME PROFILE DATA DOCUMENTS REVIEW ATTEST

Provider Status: First Provider Contact (10/7/2016) Profile Data: ● Incomplete Documents: ● Incomplete

Save

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PROFESSIONAL LIABILITY INSURANCE Import

Please enter your current carrier information. A Professional Liability Insurance Face Sheet or Certificate of Insurance will be required for each current policy that is entered.

- It is recommended to enter 10 years of insurance information to avoid additional follow-up from your authorized organizations. Some states and credentialing organizations may have different requirements for this section.
- If you have held coverage with your current carrier for less than 10 years, enter previous carrier(s) information. Documents from previous insurance carriers do not need to be uploaded into CAQH ProView.
- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

Manage Professional Liability Insurance

• Are you covered under a professional liability insurance policy?

Yes

No

Your policies are listed below in order of Current Expiration Date.

- If you answered Yes to, "Are you covered under a professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Add

Save and Go Back Save Save & Continue

- If you answered Yes to this question, you will be prompted with a message that says: "You answered Yes to, "Are you covered under a professional liability insurance policy?". Please click the Save button below to save your answer." If you click the “Save” button, it will save the “Yes” answer. You will be required to enter at least one professional liability insurance record. Click “Add” to enter the details.

HOME PROFILE DATA DOCUMENTS REVIEW ATTEST

Provider Status: First Provider Contact (10/7/2016) Profile Data: **Incomplete** Documents: **Incomplete**

Save Import

PROFESSIONAL LIABILITY INSURANCE

Please enter your current carrier information. A Professional Liability Insurance Face Sheet or Certificate of Insurance will be required for each current policy that is entered.

- It is recommended to enter 10 years of insurance information to avoid additional follow-up from your authorized organizations. Some states and credentialing organizations may have different requirements for this section.
- If you have held coverage with your current carrier for less than 10 years, enter previous carrier(s) information. Documents from previous insurance carriers do not need to be uploaded into CAQH ProView.
- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

CONFIRM

You answered Yes to, "Are you covered under a professional liability insurance policy?". Please click the Save button below to save your answer.

Save Cancel

Are you covered under a professional liability insurance policy?

Yes No

Your policies are listed below in order of Current Expiration Date.

- If you answered Yes to, "Are you covered under a professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Please enter at least one professional liability insurance record Add

Save and Go Back Save Save & Continue

HOME PROFILE DATA DOCUMENTS REVIEW ATTEST

Provider Status: First Provider Contact (10/7/2016) Profile Data: **Incomplete** Documents: **Incomplete**

Save Import

PROFESSIONAL LIABILITY INSURANCE

Please enter your current carrier information. A Professional Liability Insurance Face Sheet or Certificate of Insurance will be required for each current policy that is entered.

- It is recommended to enter 10 years of insurance information to avoid additional follow-up from your authorized organizations. Some states and credentialing organizations may have different requirements for this section.
- If you have held coverage with your current carrier for less than 10 years, enter previous carrier(s) information. Documents from previous insurance carriers do not need to be uploaded into CAQH ProView.
- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

Manage Professional Liability Insurance

Are you covered under a professional liability insurance policy?

Yes No

Your policies are listed below in order of Current Expiration Date.

- If you answered Yes to, "Are you covered under a professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Please enter at least one professional liability insurance record Add

Save and Go Back Save Save & Continue

- When adding a professional liability insurance record, you are required to fill in the following fields:
 - Policy Number
 - Current Effective Date
 - Current Expiration Date.
 - Carrier Name
 - Street 1 *(pre-populated depending on the carrier name selected)*
 - City *(pre-populated depending on the carrier name selected)*
 - Zip Code *(pre-populated depending on the carrier name selected)*
 - Do you have unlimited coverage with this insurance carrier? *(required only when you are practicing in multiple states)*
 - Amount of coverage per occurrence
 - Amount of coverage aggregate
 - Individual Coverage
 - Self-Insured *(required only when you are practicing in any of these states: CAQH States, Oklahoma, and Texas (NOT Colorado, Georgia, Massachusetts, Minnesota, North Carolina, Mississippi, Nevada, Oregon, Washington, and West Virginia)*

Note: Please ensure that the Name, Current Effective Date, Current Expiration Date, and Policy Number entered match the details on your face sheet. If they do NOT match, the document will be rejected.

Provider Status: Re-Attestation (4/18/2016)

Profile Data: ✔ Complete

Documents: ❗ Incomplete

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Professional Liability Insurance Record

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You are required to upload a Professional Liability Insurance Face Sheet or Certificate of Insurance for each current insurance policy.

- Policy renewals require an updated document to be submitted to CAQH ProView.
- After you enter the policy information, navigate to the Documents page to upload a Professional Liability Insurance Face Sheet or Certificate of Insurance.
- You are not required to submit a Face Sheet or Certificate of Insurance for expired policies.

***Policy Number**

***Original Effective Date** **Retroactive Date**

***Current Effective Date** The expiration date entered here must match the expiration date listed on the insurance face sheet. If it does not match, the insurance face sheet will be rejected from CAQH ProView.

***Current Expiration Date** **Renewal Date**

Carrier Name Other (Not Listed)

Address

***Street 1**

Street 2

***City** **Province**

State **Country**

***Zip Code**

Phone Number **Phone Extension** **Fax Number**

Name in which policy issued

Length of Time With Carrier **Certificate Pending**
 Yes No

Local Contact First Name **Local Contact Last Name**

Has any judgment or payment of claim settlement amount exceeded the limits of this coverage?

***Do you have unlimited coverage with this insurance carrier?** Yes No **Type of coverage**

***Amount of coverage per occurrence**

***Amount of coverage aggregate? If Umbrella/Excess coverage, amount of coverage?**

If you have changed your coverage within the last ten years, did you purchase tail and/or nose coverage (prior occurrence/acts) coverage? Please explain
 Yes No

***Individual Coverage**
 Yes No

Self Insured
 Yes No

Underwriter, Institution Affiliation

Do you have prior acts coverage?
 Yes No

Please explain any surcharges to your professional liability coverage

[Save and Go Back](#)

[Save](#)

[Save & Continue](#)

- After you have entered all the required details, click “Save & Continue” found at the bottom of the page. A consolidated preview list of all the Provider’s insurance policy records will be displayed on the page.

Provider Status: First Provider Contact (10/7/2016) Profile Data: Incomplete Documents: Incomplete

Save

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PROFESSIONAL LIABILITY INSURANCE

Please enter your current carrier information. A Professional Liability Insurance Face Sheet or Certificate of Insurance will be required for each current policy that is entered.

- It is recommended to enter 10 years of insurance information to avoid additional follow-up from your authorized organizations. Some states and credentialing organizations may have different requirements for this section.
- If you have held coverage with your current carrier for less than 10 years, enter previous carrier(s) information. Documents from previous insurance carriers do not need to be uploaded into CAQH ProView.
- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

Manage Professional Liability Insurance

• Are you covered under a professional liability insurance policy?

Yes
 No

Add all relevant professional liability insurance records

+ Add

Your policies are listed below in order of Current Expiration Date.

- If you answered Yes to, "Are you covered under a professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Policy Number: CD209202 Renew Edit Delete

Carrier: Acceptance Insurance Co

Current Effective Date: 11/5/2016

Current Expiration Date: 11/5/2017

+ Save and Go Back
Save
Save & Continue +

- If your answer to the leading question is "No", you will see the pop up box with a "Save" and "Cancel" button that says "Please confirm that you do not carry professional liability insurance coverage. Absence of insurance coverage may require additional follow-up from your contracted organizations and may delay credentialing decisions."
- Clicking the “Save” button will save the “No” selection to the leading question "Are you covered under a professional liability insurance policy?" If you have PLI records previously entered into CAQH ProView, these records will show on the lower portion of the PLI landing page.

Provider Status: First Provider Contact (10/7/2016) Profile Data: Incomplete Documents: Incomplete

PROFESSIONAL LIABILITY INSURANCE Import

Please enter your current carrier information. A Professional Liability Insurance Face Sheet or Certificate of Insurance will be required for each current policy that is entered.

- It is recommended to enter 10 years of insurance information to avoid additional follow-up from your authorized organizations. Some states and credentialing organizations may have different requirements for this section.
- If you have held coverage with your current carrier for less than 10 years, enter previous carrier(s) information. Documents from previous insurance carriers do not need to be uploaded into CAQH ProView.
- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

CONFIRM ✕

Please confirm that you do not carry professional liability insurance coverage. Absence of insurance coverage may require additional follow-up from your contracted organizations and may delay credentialing decisions.

You are required to upload a confirmation letter on your professional letterhead stating lack of coverage or providing further explanation. Please navigate to the Documents page to do so.

Are you Yes No

Add all records

Your policy information:

- If you are asked "Do you have a current professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Policy Number: CD209202

Carrier: Acceptance Insurance Co

Current Effective Date: 11/5/2016

Current Expiration Date: 11/5/2017

- You are required to upload a confirmation letter on your professional letterhead stating lack of coverage or providing further explanation. Please navigate to the Documents page to do so. This document will appear as missing and required on the Documents section of your application.

CONFIRM ✕

Please confirm that you do not carry professional liability insurance coverage. Absence of insurance coverage may require additional follow-up from your contracted organizations and may delay credentialing decisions.

You are required to upload a confirmation letter on your professional letterhead stating lack of coverage or providing further explanation. Please navigate to the Documents page to do so.

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Renewing an Expired PLI Record:

- A “Renew” function has been added that will make it easier for you to update your policy information each year.

IMPORTANT: Renew an expired policy record for you to be able to upload a copy of the renewed policy. If you plan to send the renewed PLI document through e-mail or US mail, it is critical that you first renew the PLI record in the portal. Otherwise, your document will be rejected and you will be asked to re-upload it in the portal using the document slot for the renewed PLI record.

- When renewing an expired policy with an associated document in "Received", "Approved", or "Expired" status, the “Edit” option will not work. Instead, click on the “Renew” button for the applicable policy and you will be prompted to enter an updated Effective Date and Expiration Date. You will also be prompted to upload an updated Insurance Face Sheet or Certificate of Insurance for the renewed policy. A missing PLI document will appear on the Documents section for the renewed policy.

Provider Status: First Provider Contact (10/7/2016) Profile Data: ● Incomplete Documents: ● Incomplete

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PROFESSIONAL LIABILITY INSURANCE

Please enter your current carrier information. A Professional Liability Insurance Face Sheet or Certificate of Insurance will be required for each current policy that is entered.

- It is recommended to enter 10 years of insurance information to avoid additional follow-up from your authorized organizations. Some states and credentialing organizations may have different requirements for this section.
- If you have held coverage with your current carrier for less than 10 years, enter previous carrier(s) information. Documents from previous insurance carriers do not need to be uploaded into CAQH ProView.
- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

Manage Professional Liability Insurance

• Are you covered under a professional liability insurance policy?

Yes
 No

Add all relevant professional liability insurance records

[Add](#)

Your policies are listed below in order of Current Expiration Date.

- If you answered Yes to, "Are you covered under a professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Policy Number: CD902028	Renew	Edit	Delete
Carrier: Acceptance Insurance Co			
Current Effective Date: 9/5/2015			
Current Expiration Date: 9/5/2016			

[Save and Go Back](#) [Save](#) [Save & Continue](#)

- a. If you click the “Renew” button, you will be directed to a page where you need to enter the “Current Effective Date” and “Current Expiration Date” of your renewed insurance policy.

HOME PROFILE DATA DOCUMENTS REVIEW ATTEST

Provider Status: First Provider Contact (10/7/2016) Profile Data: ● Incomplete Documents: ● Incomplete

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
Professional Liability Insurance Record Back to List

You are required to upload a Professional Liability Insurance Face Sheet or Certificate of Insurance for each current insurance policy.


- Policy renewals require an updated document to be submitted to CAQH ProView.
- After you enter the policy information, navigate to the Documents page to upload a Professional Liability Insurance Face Sheet or Certificate of Insurance.
- You are not required to submit a Face Sheet or Certificate of Insurance for expired policies.

* Policy Number


Original Effective Date

* Current Effective Date


 

* Current Expiration Date

The expiration date entered here must match the expiration date listed on the insurance face sheet. If it does not match, the insurance face sheet will be rejected from CAQH ProView.

* Carrier/Self Insured Name Other (Not Listed)

b. Review the other details found on the page. Click “Save and Continue” after making the changes.

*** City** **Province**

State **Country**

*** ZIP Code**

Phone Number **Phone Extension** **Fax Number**

Do you have unlimited coverage with this insurance carrier?
 Yes
 No

Type of coverage

*** Amount of coverage per occurrence**

*** Amount of coverage aggregate**

If you have changed your coverage within the last ten years, did you purchase tail and/or nose (prior occurrence/acts) coverage?
 Yes
 No

*** Individual Coverage**
 Yes
 No

*** Self Insured**
 Yes
 No

Institution Affiliation

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Other Changes on the PLI Section:

- You will also notice that the “Save and Go Back” and “Save” buttons previously found at the bottom of the page have been removed. A button for “Cancel” has been added and this works similar to the “Back to List” button found at the top of the page. Clicking the “Cancel” button will not save the changes made and will take you back to the PLI landing page.

The screenshot shows a form with the following fields and options:

- Do you have unlimited coverage with this insurance carrier?
 - Yes
 - No
- Amount of coverage per occurrence: \$1,409.00
- Amount of coverage aggregate: \$30,330.00
- If you have changed your coverage within the last ten years, did you purchase tail and/or nose (prior occurrence/acts) coverage?
 - Yes
 - No
- Individual Coverage
 - Yes
 - No
- Self Insured
 - Yes
 - No
- Institution Affiliation: [Text input field]

At the bottom, there are two buttons: "Cancel" (highlighted with a red box) and "Save and Continue" with a circular arrow icon.

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Changes to PLI Documents/Letter of Self-Insurance:

- The policy number will be added in the Document Name column next to the document name "Professional Liability Insurance". Example - Professional Liability Insurance - PL13483N.
- You will not see the "Replace" document action for any Professional Liability Insurance document type with a status of "Approved" or "Expired".
- You will only see the "Delete" action on Professional Liability Insurance documents with an "Expired" status.
- If you are self-insured, you will no longer see the Document Name "Letter of Self Insurance" from the document dropdown list but you will now see the Document Name "Letter of Self Insurance/Explanation of No Insurance".
- You will not see a document showing as "Missing" for any associated data record that has a "Current Expiration Date" that is prior to today's date.
- All "Professional Liability Insurance" documents with a status of "Expired" will appear as "Optional" if at least one PLI document exists for a current PLI record with a status of "Missing", "Received", "Approved", or "Failed".
- 'Help' text has been added to the screen to assist you with the data entry process.

HOME PROFILE DATA DOCUMENTS REVIEW ATTEST

Provider Status: First Provider Contact (10/7/2016) Profile Data: ● Incomplete Documents: ● Incomplete

Save

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PROFESSIONAL LIABILITY INSURANCE

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- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

Manage Professional Liability Insurance

Are you covered under a professional liability insurance policy?

Yes
 No

Add all relevant professional liability insurance records

Add

Your policies are listed below in order of Current Expiration Date.

- If you answered Yes to, "Are you covered under a professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Policy Number: CD902028
 Carrier: Acceptance Insurance Co
 Current Effective Date: 9/5/2015
 Current Expiration Date: 9/5/2016

Renew
Edit
Delete

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For Providers practicing in CAQH States, Oklahoma, and Texas (NOT Colorado, Georgia, Massachusetts, Minnesota, North Carolina, Mississippi, Nevada, Oregon, Washington, and West Virginia):

- The 'self-insured' question and answer will continue to show in the portal but on the Professional Liability Insurance Record screen, right below the question "Individual Coverage?".

Length of Time With Carrier

Type of coverage
(None)

* Amount of coverage per occurrence

* Amount of coverage aggregate

If you have changed your coverage within the last ten years, did you purchase tail and/or nose (prior occurrence/acts) coverage?

Yes
 No

* Individual Coverage

Yes
 No

* Self Insured

Yes
 No

Institution Affiliation

Cancel
Save and Continue

- If you have previously answered the "Self-Insured" question, your answer should remain for that self-insured question.

- When you log in to your account after these changes have been implemented and navigate to the Professional Liability Insurance section, you will see a new leading question “Are you covered under a professional liability insurance policy?”

HOME PROFILE DATA DOCUMENTS REVIEW ATTEST

Provider Status: First Provider Contact (10/7/2016) Profile Data: **Incomplete** Documents: **Incomplete**

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- Please update this section to remove historical carrier information that is greater than 10 years. It is not necessary to include information greater than 10 years.
- If you do not carry professional liability insurance, you will be required to submit a confirmation letter stating lack of coverage or providing further explanation.

Manage Professional Liability Insurance

• Are you covered under a professional liability insurance policy?

Yes

No

Your policies are listed below in order of Current Expiration Date.

- If you answered Yes to, "Are you covered under a professional liability insurance policy?", you must maintain at least one current policy record (with a Current Expiration Date in the future).
- When a Current Expiration Date appears in red, that policy has expired. Click "Renew" to create an updated record with a new Current Effective Date and Current Expiration Date.
- Only Delete a policy record if it was entered in error or if it expired more than 10 years ago.

Add

Save and Go Back Save Save & Continue

- If you previously answered "Yes" to "Self-Insured?", neither the "Yes" nor "No" button is selected for "Are you covered under a professional liability insurance policy?" when you log in to your account after this change has been implemented.
- If you previously answered "No" to "Self-Insured?", the "Yes" answer to "Are you covered under a professional liability insurance policy?" will be populated when you log in to your account after this change.

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