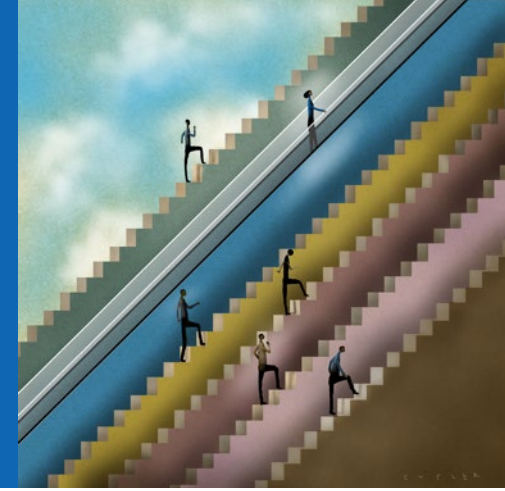


2019

CAQH ProView Symposium

Achieving Provider Data Excellence



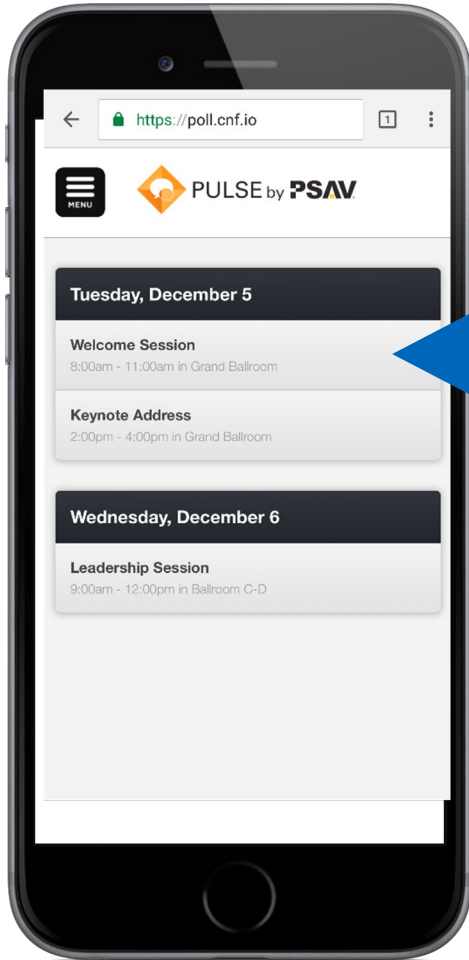
The Credentialing Suite of Solutions

Cynthia McDonald, Blue Cross Blue Shield Michigan

Tarun Theogaraj, Senior Product Manager

CAQH.

Participate in Live Polling



1. Open a web browser on your phone, tablet or laptop
2. Type in URL: **caqh.cnf.io**
3. Select session: -

The Credentialing Suite of Solutions

Poll Question #1

What is your chief credentialing problem?

A. Non-responsive providers.

B. Fluctuating volume.

C. Maintaining quality and consistency of credentialing.

D. Staff turnover.

Poll Question #2

Have you considered outsourcing some or all of your credentialing functions?

- A. Yes, we've outsourced some or all of our credentialing functions.
- B. Yes, we're thinking about outsourcing some or all of our credentialing functions.
- C. No, we haven't thought about it.

Poll Question #3

What CAQH solutions are you using to support your provider credentialing efforts?

- A. ProView only.
- B. ProView and SanctionsTrack.
- C. ProView and VeriFide.
- D. ProView, VeriFide, and SanctionsTrack.

BCBSMI Overview



~6.1M

Members are serviced.



66K+

Physicians and additional practitioners contracted.



50K+

Practitioners recredentialed continuously over a 3-year period.



100%

NCQA and CMS compliance.



BCBSMI Credentialing Challenges – Data Collection



**Manual
Processes**



**Additional
FTEs**

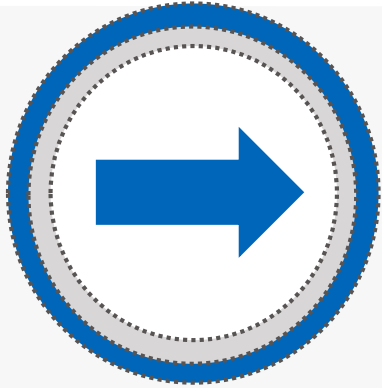


**Multiple Data
Collection
Channels**



**Long
Processing
Time**

How to Get the Most from CAQH ProView



Simplified
recredentialing targets.



Reduced manual
outreach.



Preferred provider
solution.



Partnership with the
provider community.



Automated notifications
and reminders.

Automated Reminders and Notifications

MAY - JUNE 2018

- Network Operations
- Cover Story
- Network Operations
- BCN Advantage
- Patient Care
- Behavioral Health
- Quality Counts
- Pharmacy News
- Billing Bulletin
- Referral Roundup
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BCN Provider News
Feedback

CAQH ProView application reminders

Here are some tips to help you respond to some CAQH ProView questions that'll ensure that Blue Care Network and Blue Cross Blue Shield of Michigan process your credentialing and recredentialing applications efficiently and without delay.

Retired status

- **Are you retired?** Select "Yes" if you've completely retired from providing medical or behavioral health services to members. This signifies that you're retired from practicing.
- If you move to a new location, practice group or provider organization, share this in your demographics responses where indicated. Don't answer "Yes", which would indicate that you're retired from practicing.

Health plan authorization

We use CAQH for physicians during recredentialing verification cycles. It's essential that you list Blue Cross, or BCBSM, as one of the health plans authorized to receive your information from CAQH. If we aren't listed as an authorized plan, your credentialing will be delayed until you grant authorization.

Updates

We'd also like you to review updates to your practice information for your practices to ensure it's up to date this year. Here are some helpful tips:

- If you are an individual practitioner, review all your practice locations and make sure they're updated in CAQH ProView, including address suite numbers and phone numbers.
- If you are a practice group, make sure all your practice locations are updated including suite numbers and phone numbers through our Provider Self-Service tool on bcbsm.com. Locations and providers that do not see patients for appointments should be suppressed so they are not displayed for our members in the online directory. Emergency room physicians and administrative addresses are examples of information that should not be displayed in the directory.

Find resources to help you and your practice managers use CAQH ProView, or contact CAQH at 1-888-599-1771.

CAQH ProView application reminders

Here are some tips to help you respond to some CAQH ProView questions that'll ensure that Blue Care Network and Blue Cross Blue Shield of Michigan process your credentialing and recredentialing applications efficiently and without delay.

Retired status

- **Are you retired?** Select "Yes" if you've completely retired

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MAY - JUNE 2018

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BCN Provider News
Feedback

Medical residents: Here's how you can join our network

Are you completing your medical residency training this summer? If you are, please remember to submit your Blue Cross Blue Shield of Michigan or Blue Care Network provider enrollment application up to 60 days before the date you complete your training.

It's important to apply within the required time frame, because if you apply after 60 days, your application will be denied and you'll have to reapply.

Before you can begin the credentialing process with Blue Cross and BCN, you must complete the CAQH ProView application.

Visit the CAQH ProView™ website for more information on application requirements.



Blue Cross and BCN's newborn coverage policy changes

Blue Cross Blue Shield of Michigan and Blue Care Network's newborn coverage policy has changed, retroactive to Jan. 1, 2017, for insured business.

Here's how the new policy works:

Subscribers are still required to add newborns within the time frames allowed in their contracts to obtain coverage for new dependents. However, Blue Cross and BCN have changed our newborn coverage policy so that even if a newborn is not added to the subscriber's contract within the required time frames, we'll cover both facility and professional inpatient claims for the newborn during the first 48 hours for a vaginal delivery and the first 96 hours for a cesarean delivery, as an extension of the mother's maternity benefit.

This coverage only applies if the mother has Blue Cross or BCN coverage on the newborn's date of birth as a subscriber, spouse or dependent.

Blue Cross and BCN will not pay a newborn claim if we determine that the newborn had other coverage on the date of birth or if the subscriber contacts customer service to indicate they don't want us to pay the claim.

You'll want to encourage subscribers to add newborns within the time frames allowed under their contracts to obtain coverage for their newborns beyond the 48 or 96 hours.

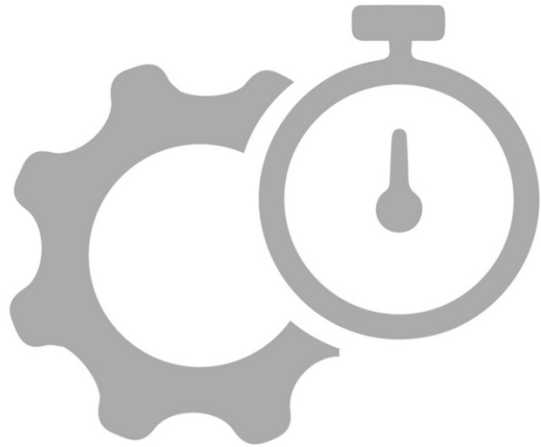
This change is being applied retroactively to Jan. 1, 2017. As a result, some newborn claims have been reprocessed to pay for facility and professional inpatient services within the 48-hour and 96-hour thresholds where the mother had our coverage on the newborn's date of birth and the newborn didn't have other coverage.

have to reapply.

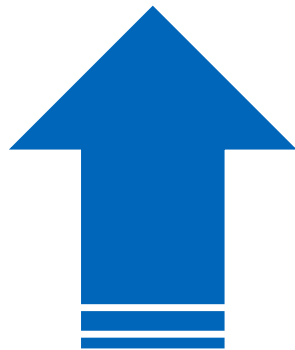
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BCBSMI Primary Source Verification Process

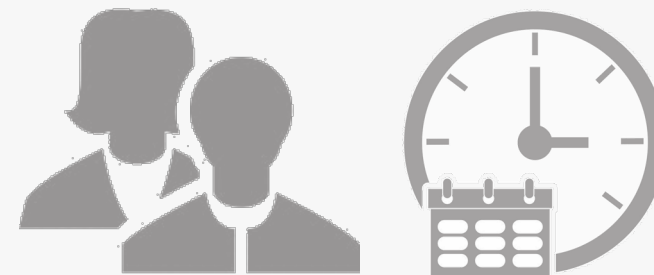


Increased efficiency.



Decreased

- FTEs.
- Credentialing cycle.



The VeriFide Design Process

Others



Developed Without Health Plan Collaboration



No Health Plan Involvement



Spotty Adoption

CAQH

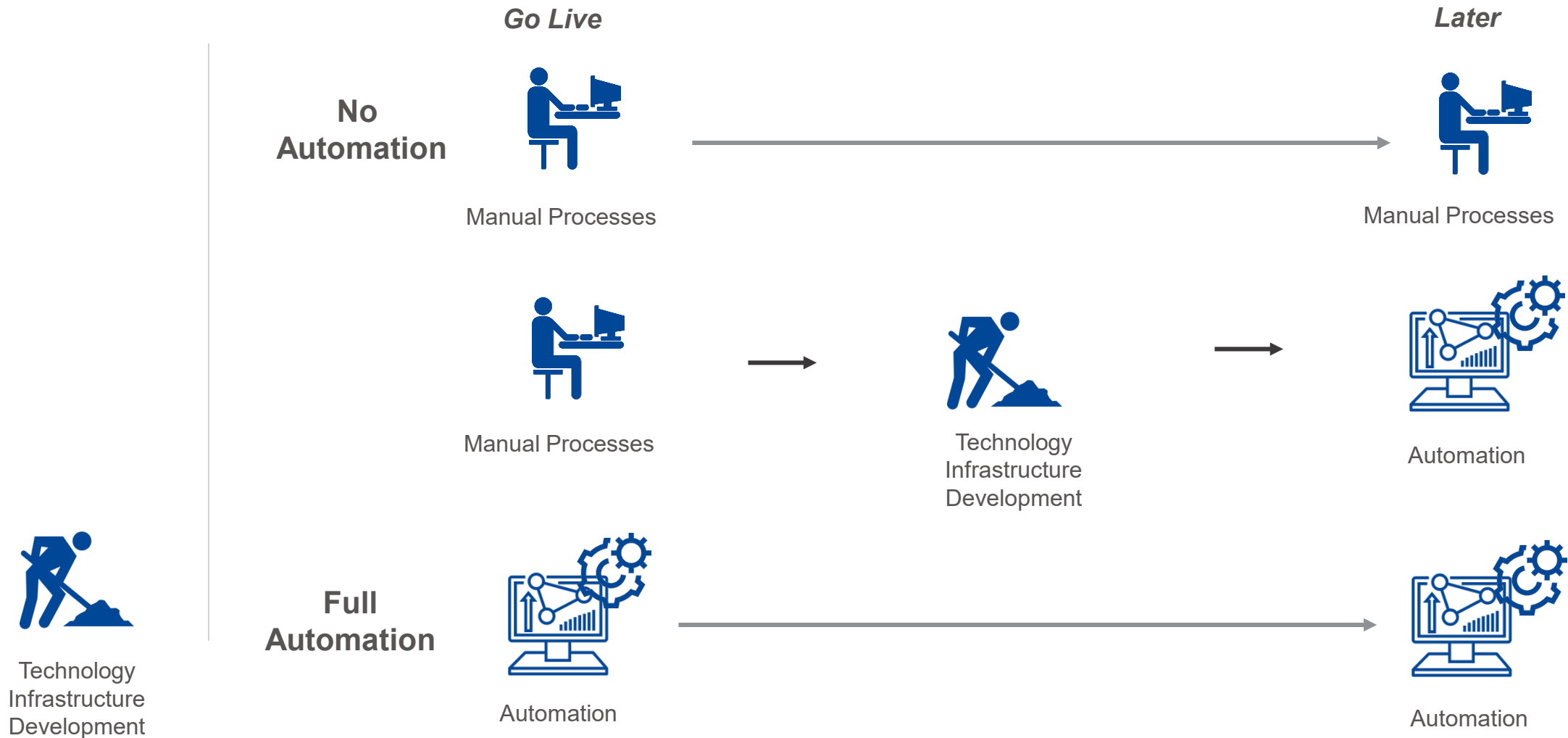


Developed in Collaboration with Health Plans



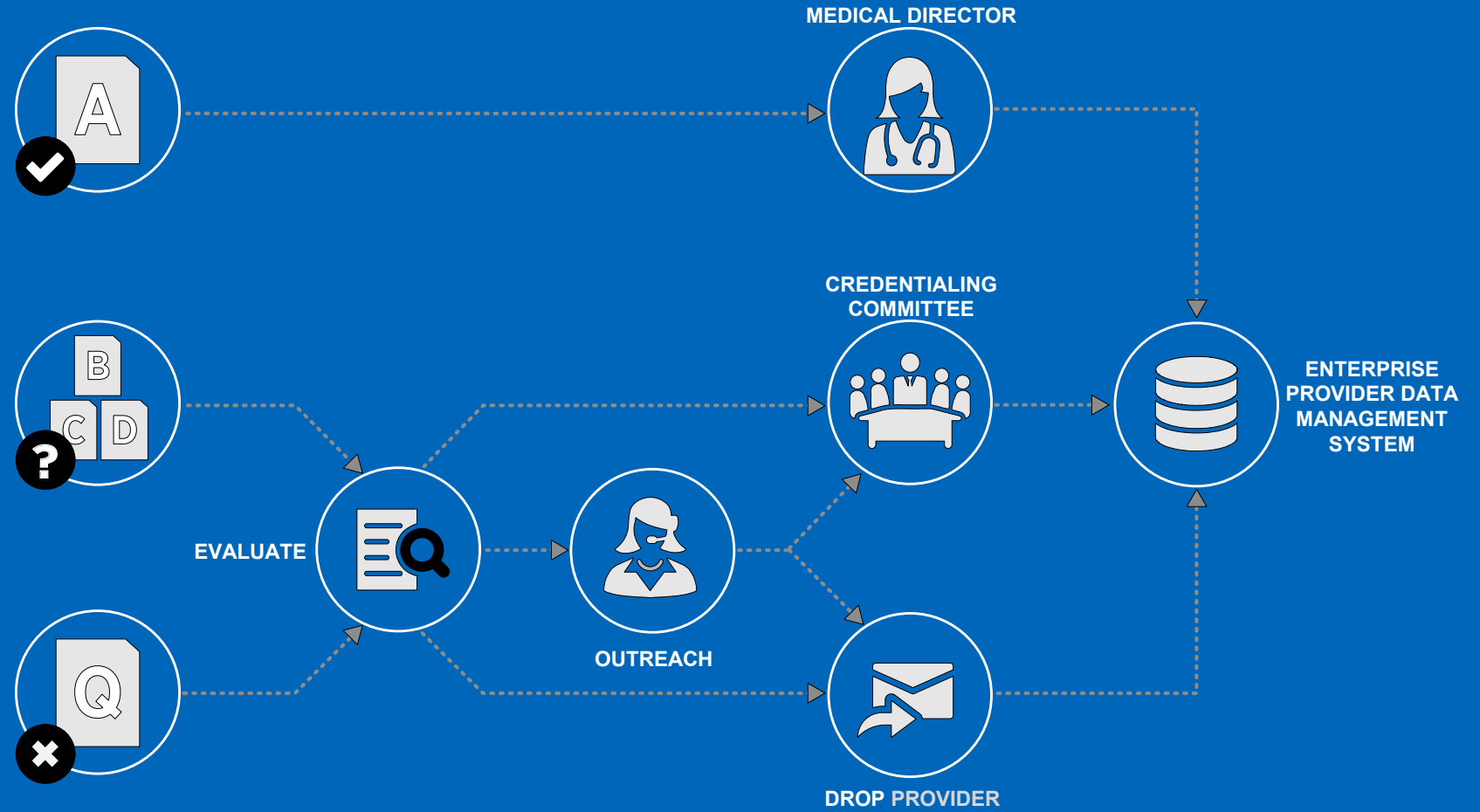
Wide Adoption

VeriFide Implementation Process

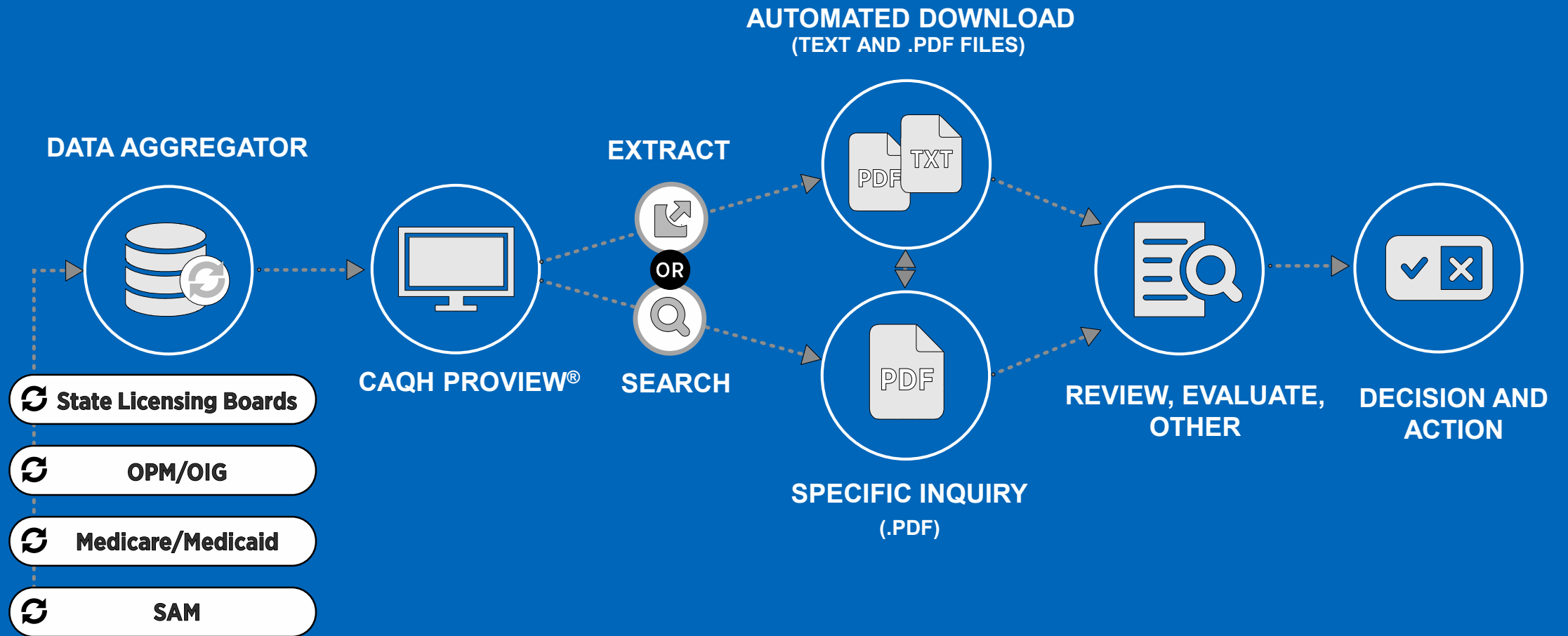


Primary Source Verification Workflow

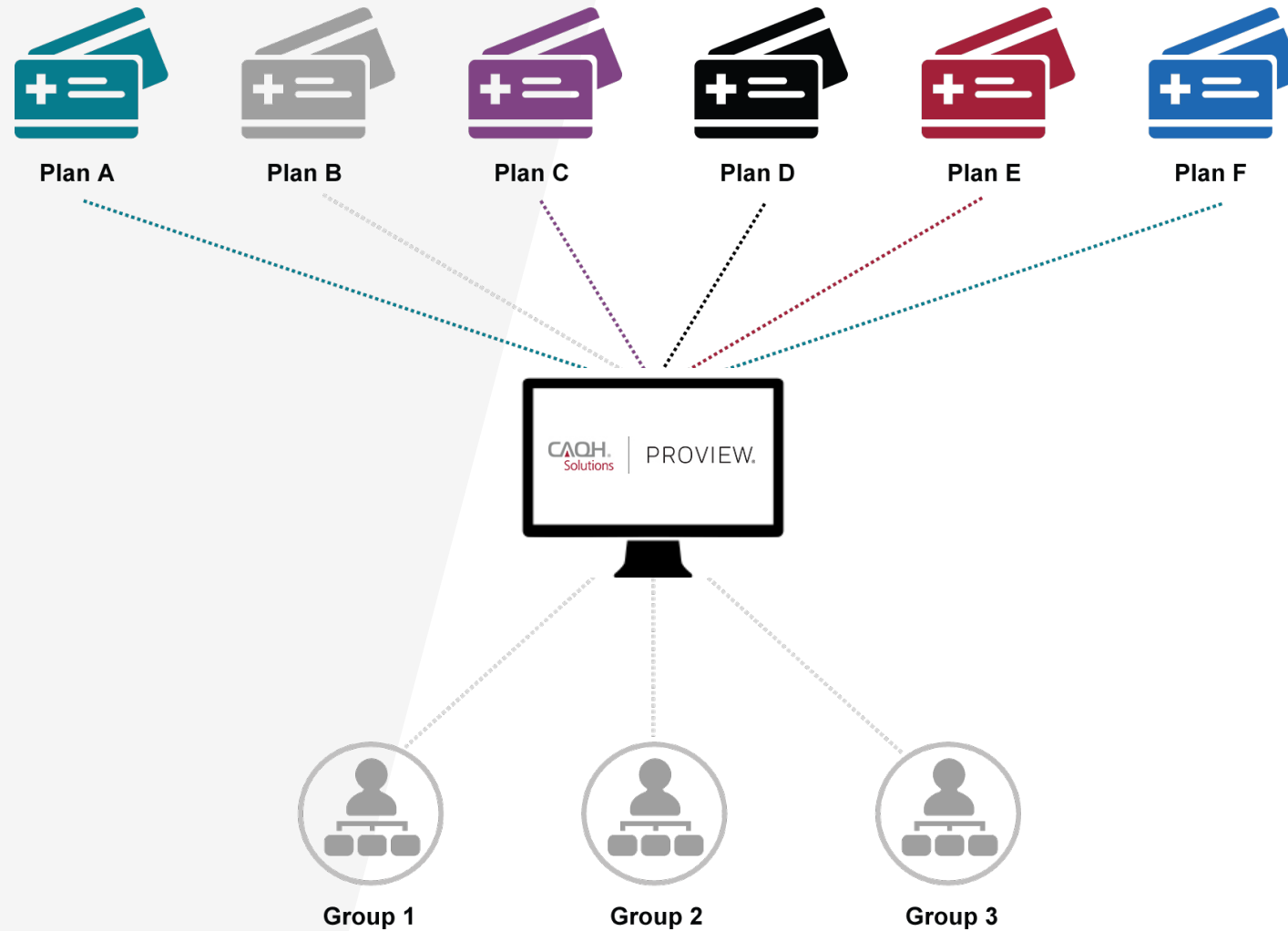
Data elements in VeriFide delivered files are categorized:



SanctionsTrack Process



Future State



Session Questions



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[CredentialingSuite.org](https://www.CredentialingSuite.org)

[@CAQH](https://twitter.com/CAQH)



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Free Credentialing Process Assessment



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