### **Training Session Handouts**

## Cut Through CAQH Credentialing Portal Confusion to Get Paid Faster

Presented by: Yesenia Servin, CPMSM, PESC



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### CAQH Proview Practice Manager Overview

Yesenia Servin, CPMSM, PESC

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Yesenia is the payer enrollment lead with Team Med Global in IL. There, she manages payer enrollment, briefs payer enrollment team members on industry trends, and is the liaison for the multitude of departments impacting payer enrollment processes.

Yesenia also maintains her own consultancy, YS Credentialing, where she helps organizations develop and implement best practices guidelines and processes; analyzes revenue cycle management and guides the credentialing and payer enrollment structure. With over 21 years in the healthcare industry, her experience includes Durable Medical Equipment, Hospital & Health Systems, and Community Mental Health Organizations, Global Managed Care organization as well as providing revenue cycle consulting services to various healthcare providers and organizations. Yesenia is a current Team Med Global Collaborator, NAMSS member, and is a past NAMSS Educational Conference Guest Speaker, member of the NAHRI Leadership council, current trainer for The Chicago School of Professional and industry trainer.

She studied Microeconomics and Communications at NEIU and is currently studying Healthcare Administration at Concordia University Chicago.

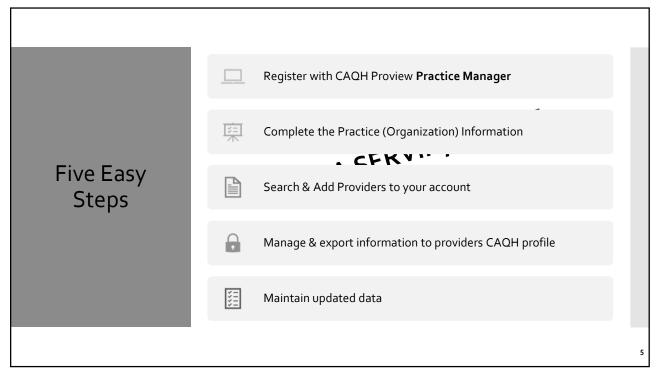
Yesenia enjoys spending time with her family and pugs. She finds great joy in jumping in the mini-van for a family road-trip.

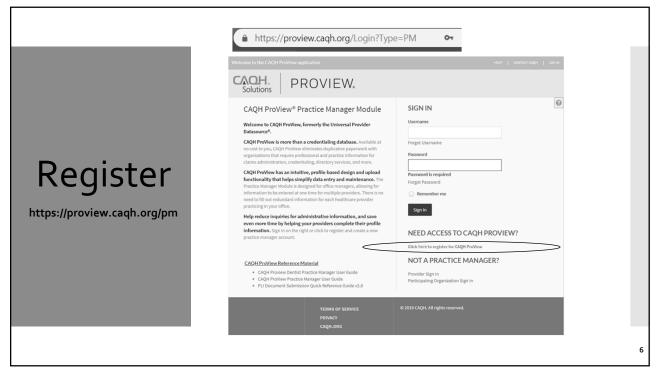
CAQH

Council for Affordable Quality
Healthcare is a non-profit
organization that created a
technology solution for provider
data collection on a single
platform.

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• CAQH ProView
• CAQH ProView Practice Manager Module
• CAQH ProView for Groups
• CAQH Proview Dental
• DirectAssure
• VeriFide
• SanctionsTrack
• Credentialing Solutions Suite
• EnrollHub
• COB Smart

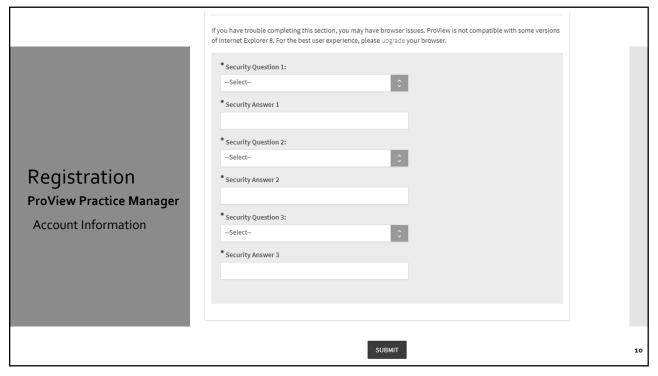




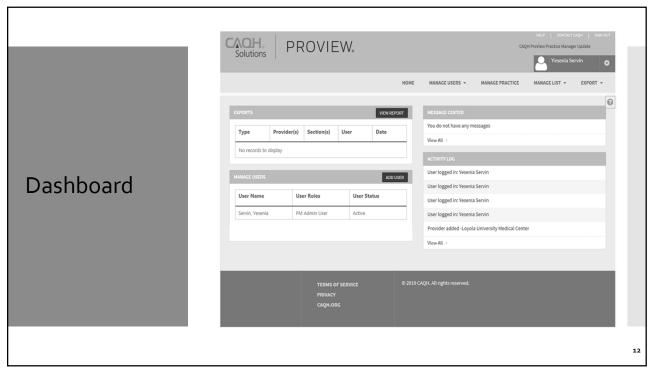
	ProView Practice Manager Self Reg				
Deviatuation	Practice Name  Practice Department  Practice Phone Extension	* Practice TIN  Practice NPI			
Registration ProView Practice Manager Practice Information	Practice Address  Address 2				
	* City	ate *Zip Code			

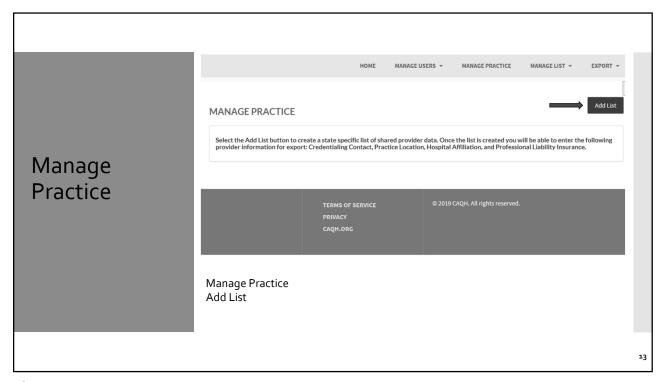
Registration ProView Practice Manager User Information	User Information  * First Name  * Last Name  * Personal Work E-mail Address  * Personal Work E-mail Address (Confirmation)	Middle Name  * Phone Number	Extension	
	Number of Providers in Practice (Please Select)			8

	Account Information  Please enter a username Your username must be at least 8 characters. It can be made up of numbers and/or letters, but it cannot include special characters like @ or #.  * Username	
Registration ProView Practice Manager Account Information	Please enter a password Your password must be at least 8 characters and cannot be the same as your username. If your old password meets these requirements, you may enter it here.  * Password  * Re-enter Password	
		9



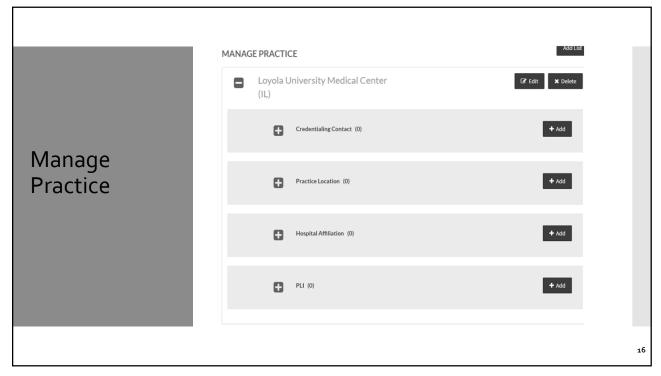




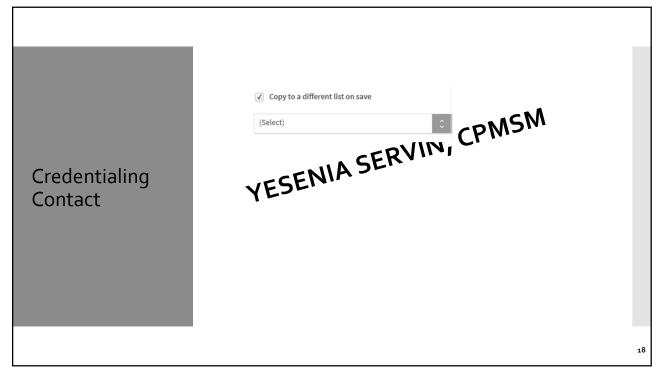


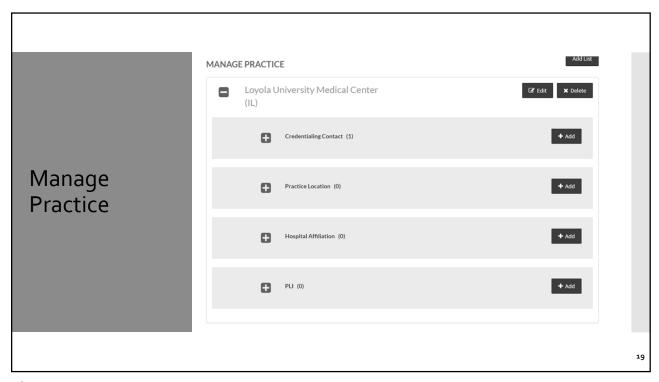


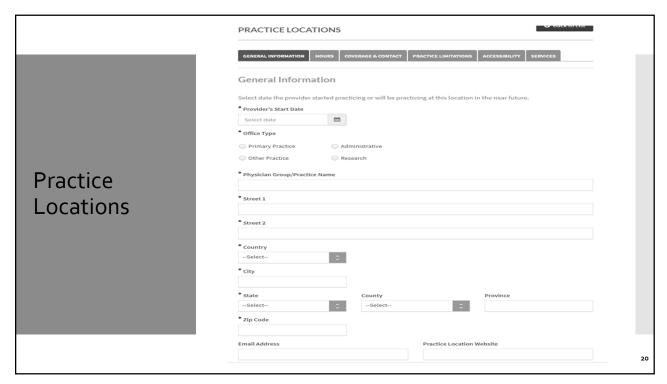


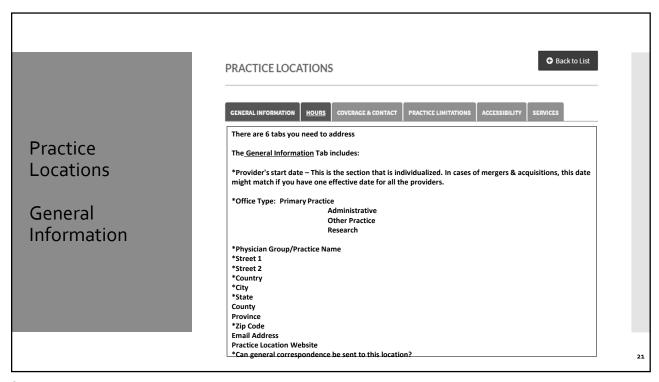


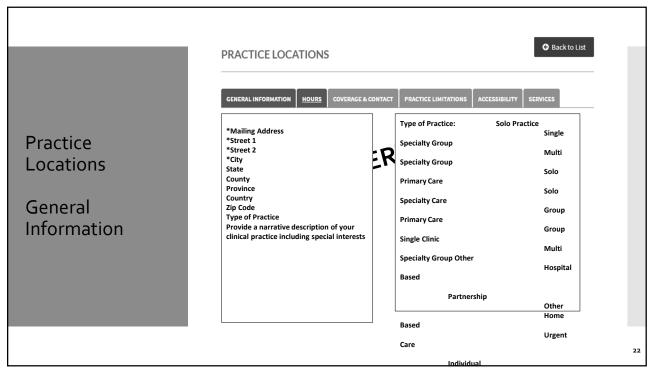


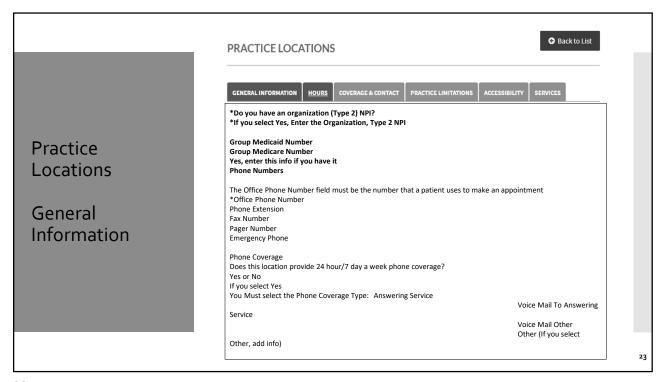


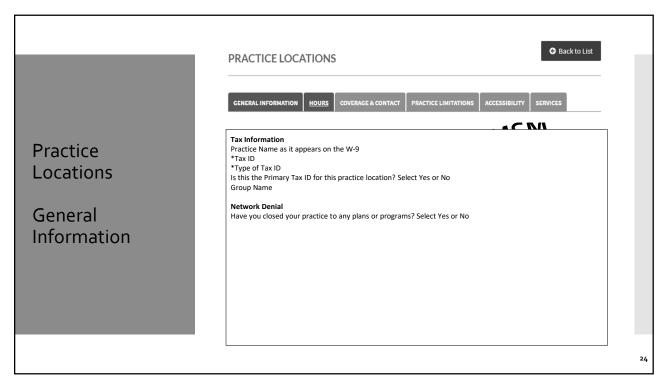


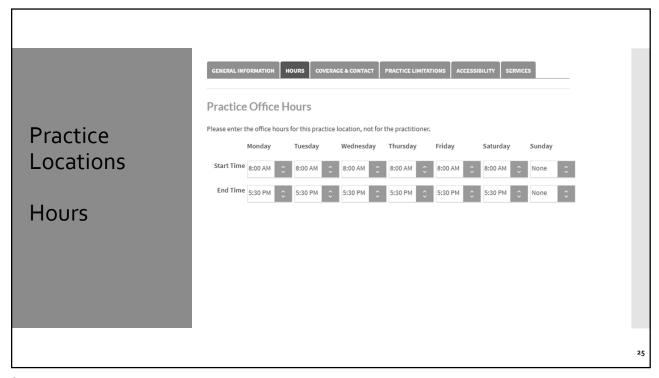




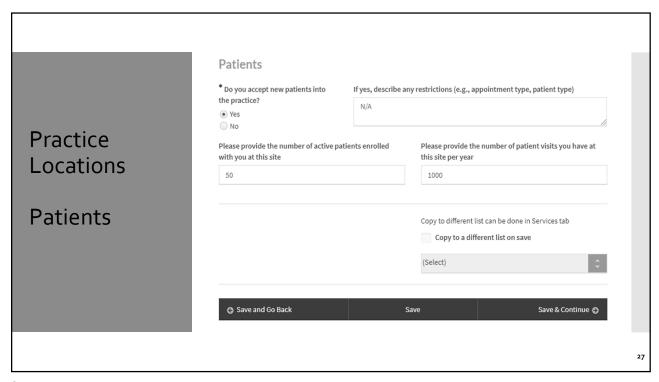




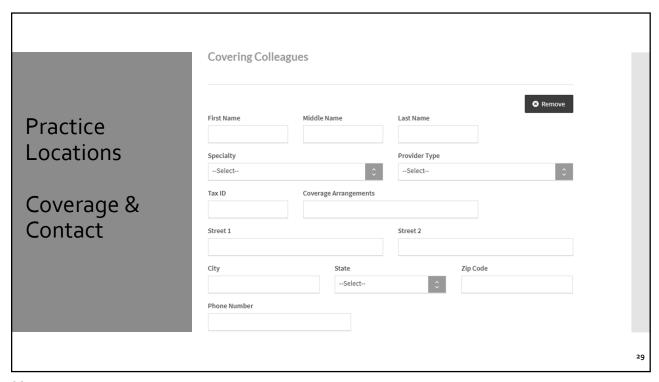


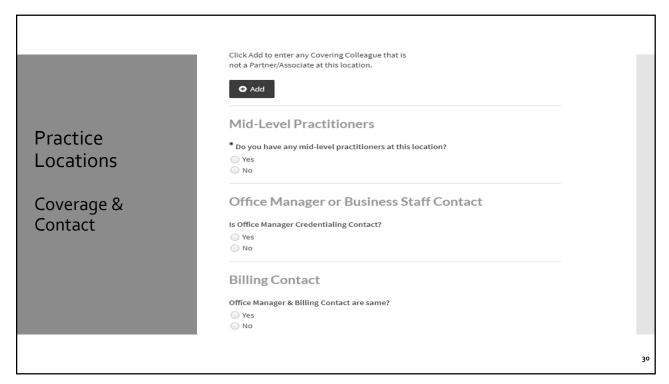


	Office Statistics	Office Statistics				
	Please indicate standard patient waiting times to schedule an appointment at this site for:					
	Wait time for appointme	ent				
		New Patient	Existing Patient			
	Emergency Care	0	o			
Practice	Urgent Care	0	0			
Locations	Symptomatic Care (e.g., sore throat)	0	o			
Locations	Routine Visits (e.g., blood pressure check)	0	0			
- CC:	Preventive Routine Care (e.g., school or annual physical)	0	0			
Office	1					
Statistics	Please provide the following regarding yo	our practice at this site:				
	Maximum Number of Appointments per	Hour				
	Average Waiting Time in Office					
	Average Response time for Returning Pa	atient Calls				
	Urgent Care Call Time					
	Emergency Call Time					
	Routine Call Time					
			26			









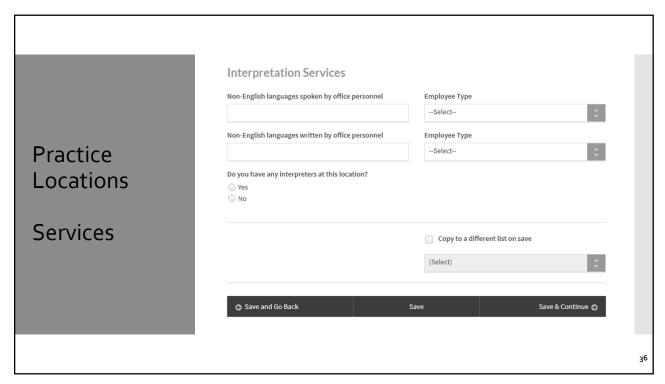
Practice Locations	Practice Limitations and Patient Populations  Limitation  Is your practice restricted within your specialty (e.g., by age or type of patient)?
Locations	○ Yes ○ No
Limitations	Gender Limitations  * Gender Limitations  ○ Yes ○ No

	Age Limitations	
Practice	* Are there any Age Limitations?  — Yes	
Locations	○ No	
	Other Limitation	
Limitations	Other Limitations	
	de la constant de la	
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	GENERAL INFORMATION HOURS	COVERAGE & CONTACT	PRACTICE LIMITATIONS ACCESSIBILITY SERVICES	
Practice Locations	Does this site employ paraprofessionals for direct patient care?  Ves  No  Do the paraprofessional(s) bill under any of your Tax ID Numbers?  Ves  No	on premises du	als' direct patient	
Accessibility	ADA Accessibility  Does this office meet ADA accessibilit  Ves  No  Handicapped Accessbi			
	Building Access Parking Access Ves Ves No	Restroom Access Yes	Wheelchair Access  Yes No  Copy to different list can be done in Services tab  Copy to a different list on save	
	◆ Save and Go Back		Save & Continue ♥	

	GENERAL INFORMATION  Services	HOURS COVERAGE & CONTACT	PRACTICE LIMITATIONS	ACCESSIBILITY SERVICES
_	Does this location provide	any of the following services:		
_	Laboratory Services?	Accrediting/Cert	ifying Program	Laboratory Type
_	○ Yes			Primary Secondary
_	○ No			○ Tertiary ○ Other
Practice				
Tactice	CLIA Waiver	CLIA Expiration D	Date	
Locations	○ Yes	Select date		
LUCALIUIIS	○ No			
_	Radiology Service			
_	○ Yes			
	○ No			
Services	X-ray Certification Type			
Scrvices				
_				
_			Pulmonary Functio	
	EKG Services  Yes	Care of Minor Lacerations  Yes	Testing  Yes	Allergy Injections  Yes
	○ Yes ○ No	O Yes	O Yes	○ Yes ○ No
			J	· · · ·
	Allergy Skin Testing	Office Gynecology		
	○ Yes ○ No	○ Yes ○ No		
	⊕ NO	⊕ NO		
	Drawing Blood	Asthma Treatment	Age appropriate Immunizations	
	○ Yes	○ Yes	○ Yes	
	○ No	○ No	○ No	

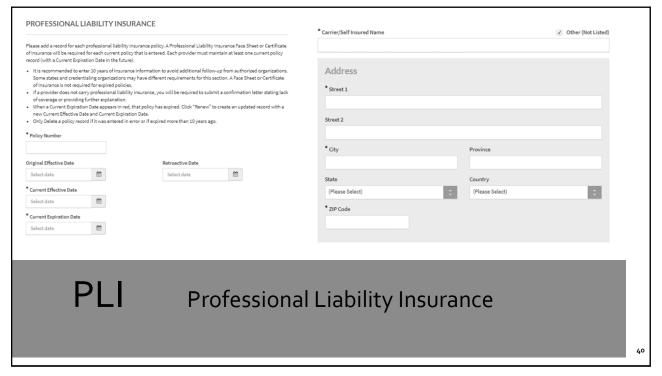
	Flexible Sigmoidoscopy	Audiometry Screening	Osteopathic Manipulation	IV Hydration treatment
	○ Yes	○ Yes	○ Yes	○ Yes
	○ No	○ No	○ No	○ No
	Cardiac Stress Test	Physical Therapy		
	○ Yes	O Yes		
	○ No	○ No		
	Surgical Procedures?			
	○ Yes			
Practice	○ No			
	Is Anesthesia Administered	in your What class/cate	egory of anesthesia is	
Locations	Office	Office used?		
200410113	○ Yes	Select	<b>\$</b>	
	○ No			
C				
Services	Anesthesia administered by	:		
	First Name		Last Name	
	Other Services			
	Special Skills By The Practi	tioner	Special Skills By The Staff	

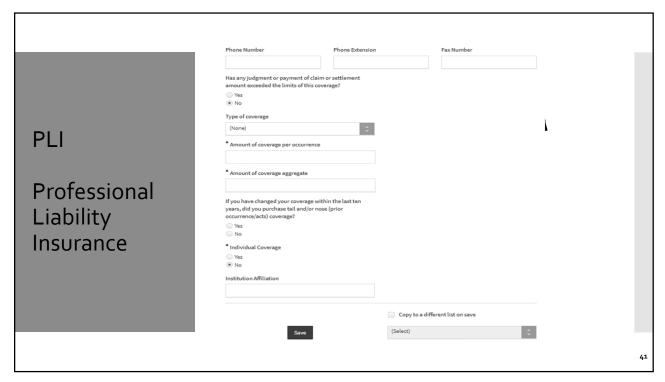


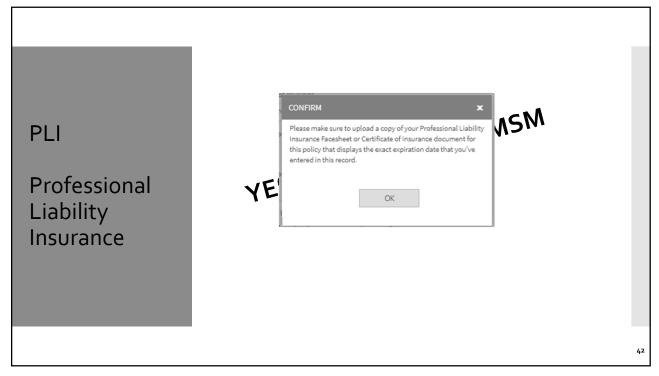


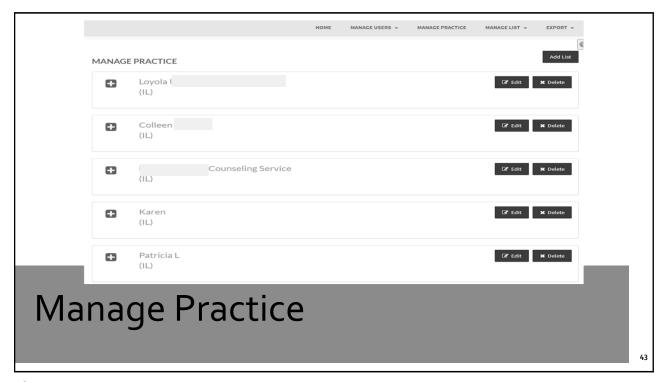
	Admitting Arrangement Record  Please enter the details of your Admitting Arrangement Record. An admitting arrangement is where you do not have admitting privileges but your patients are admitted through an arrangement with a separate provider. This includes arrangements with hospitalists, colleagues or others.  *State  Country	
	IL United States	
Hospital Affiliation	*Hospital Name  MacNeal Hospital  3249 South Oak Park Avenue Bernyn, 60402-0713 Phone: 706-783-9100 Pac: 706-783-9489  *Admitting Arrangement Status  Active Inactive Panding  Start Date  Select date	
	* Who admits for you?  A provider in my practice A provider not in my practice A hospitalist group Other  Group Name Organization NPI Number(Type 2)  L Medicine Hospitalist Group	
	* Phone Number Email Address	
	708-216-9000	
	Please describe the admitting arrangement	
	Cancel Save and Continue (Select)	38

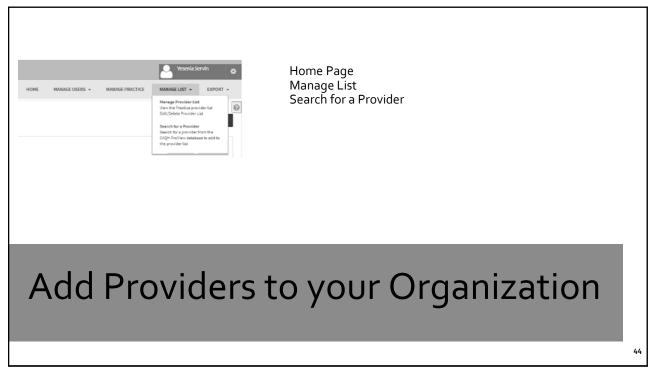




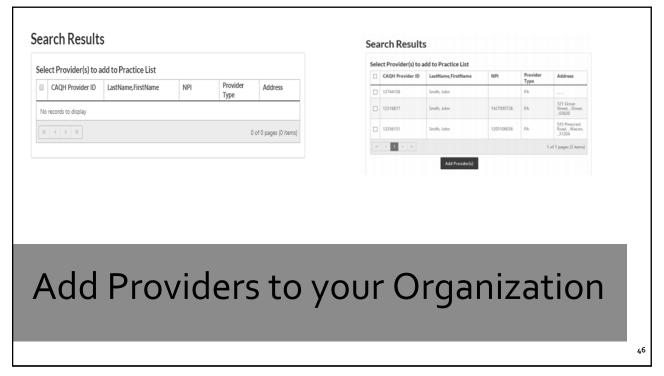






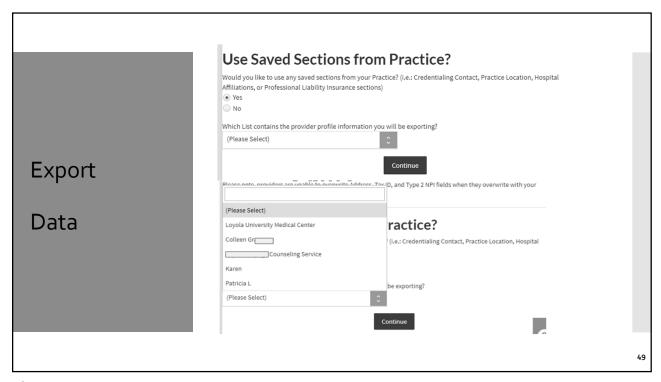


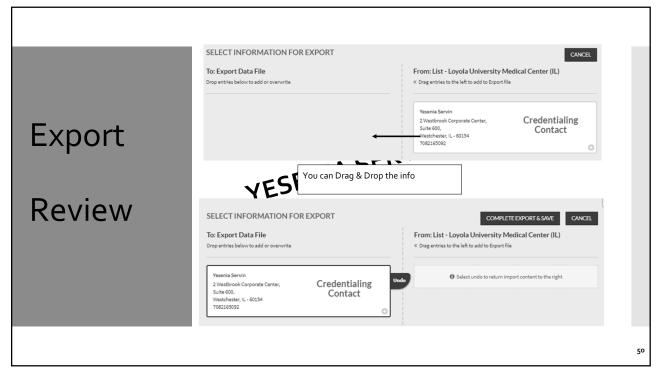


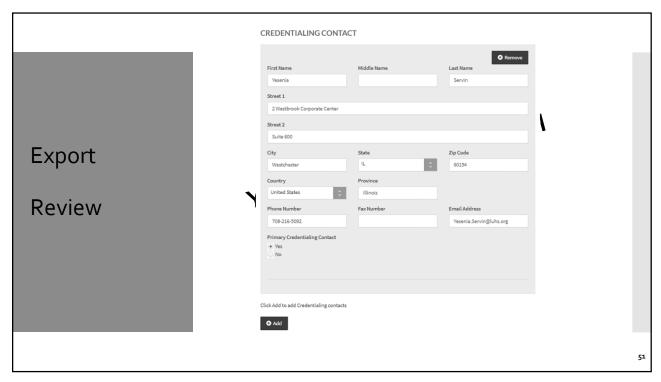




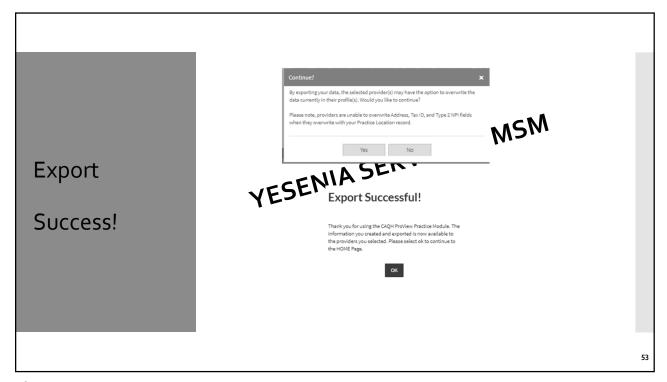




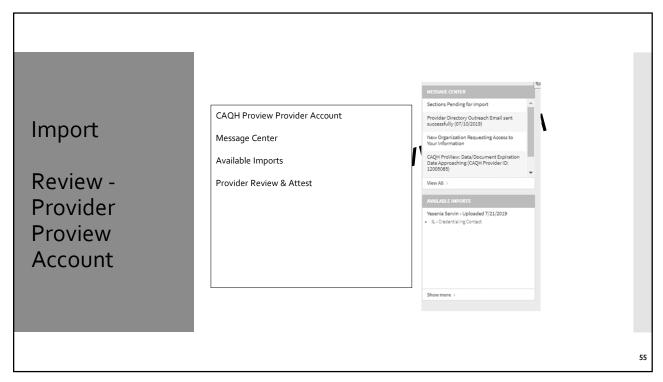


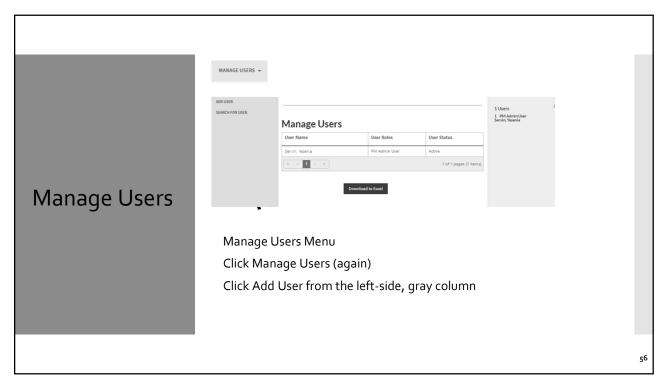


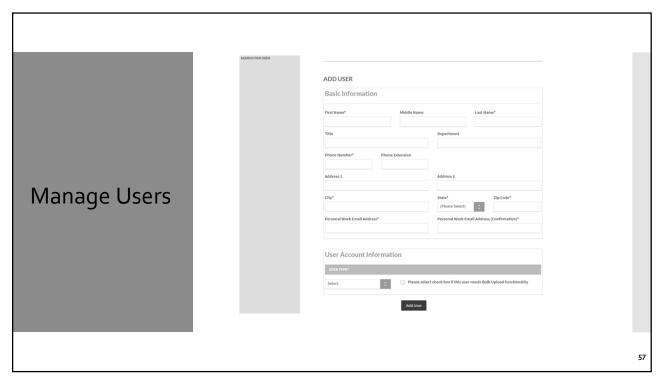
	_	
	Export Summary Page	
	Before you export data to the provider/s you've selected please review the information below.	
	Provider(s) Selected for Export	
	ı <del>``</del>	
Export	Save Your Changes  You have selected the following sections for export. Would you like to save any changes you made to the Credentialing  Contact, Practice Location, Hospital Affiliations, or Profressional Liability Insurance? If so, please mark those sections below	
Review	before exporting. Updates will be saved to the sections in your Manage Practice page.  Credentialing Contact  Click Export to make the information you have just entered available to providers on your list. Providers will not have visibility to this information until this step is completed. Once exported, the providers you selected can enter the ProView at https://proview.caqh.org/pr/ and may import into their own profile information for submission to CAQH.  Export	
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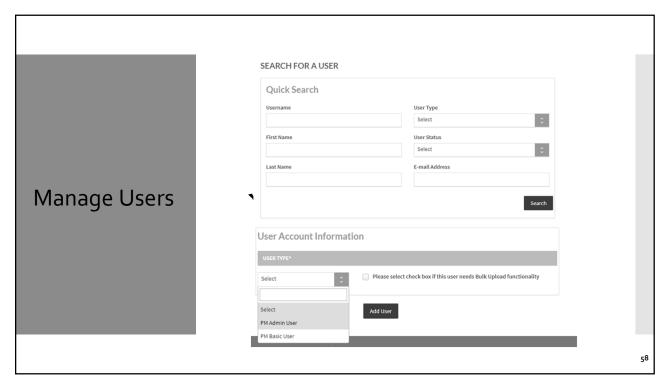


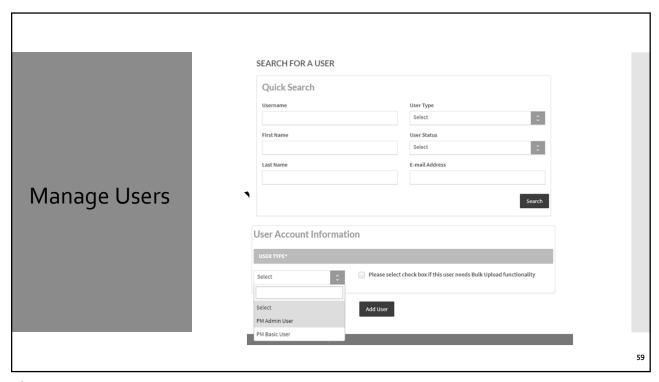


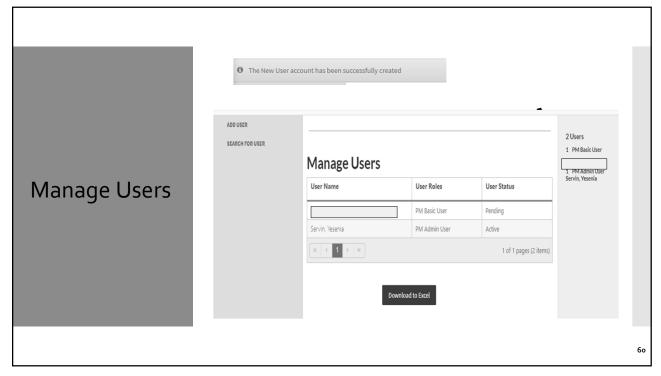














https://www.caqh.org/solutions/caqh-proview-status-updates-providers-and-practice-managers
 Release July 15, 2019

 PO Box entry restriction for addresses listed as practice location
 NPI 1 Data Validation

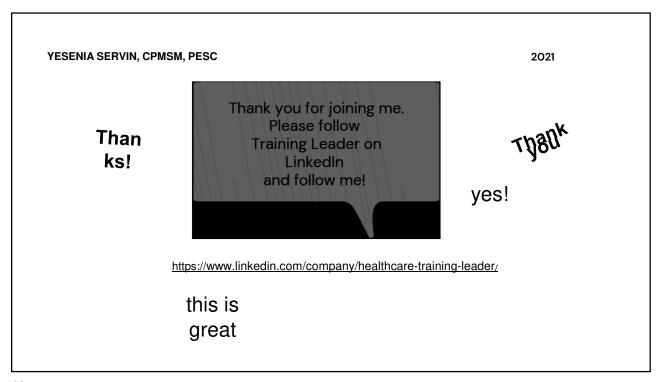
 Release May 21. 2019

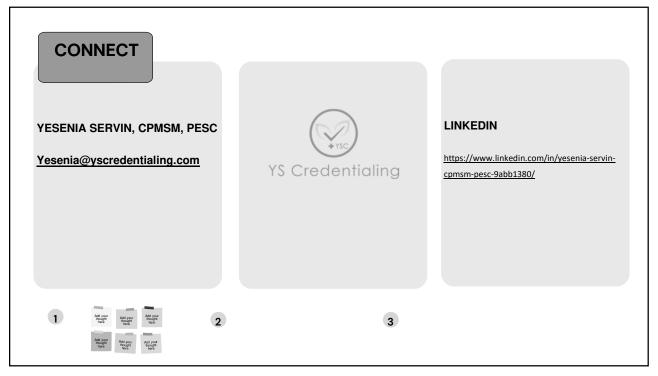
 Improved Document Download Experience

 CAQH Group Solution

 Rosters – Delegation Agreements

CAQH Updates





# Thank you! Yesenia Servin, CPMSM, PESC Email: YSCredentialing@gmail.com LinkedIn: https://www.linkedin.com/in/ yesenia-servin-cpmsmgabb1380/