CAQH ProView "Office Hours" for Dental Group Administrators
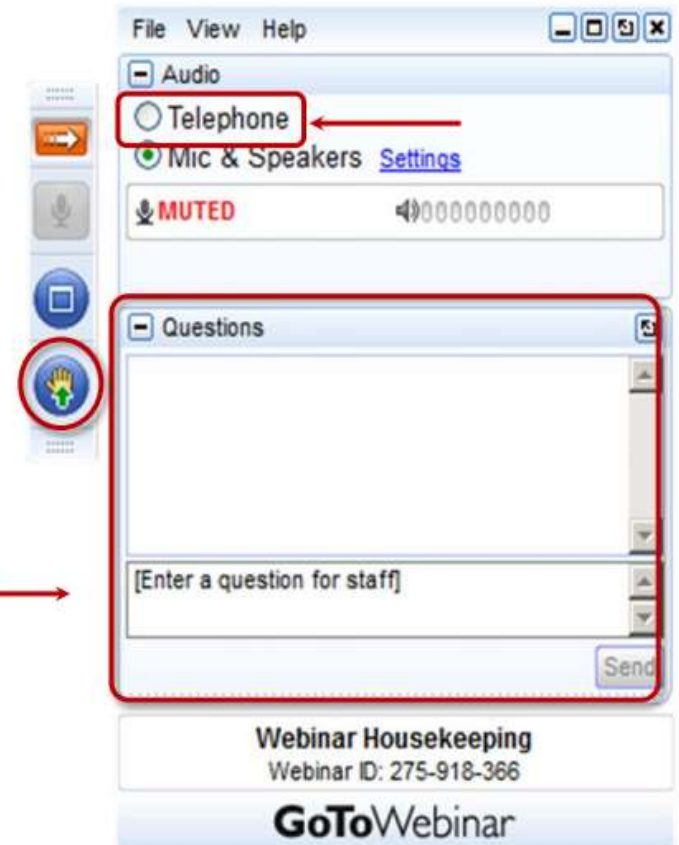
Hosted by the

American Dental Association and CAQH

July 19, 2018

Logistics: How to participate in today's session

- **For today's session:**
  - All attendees will receive an email with the presentation slides and other key resources after the conclusion of our webinar.

- **Your phones will be muted upon entry and during the webinar.**

- **Throughout the session, you may communicate a question via the web.**

Questions about the ADA credentialing service, powered by CAQH ProView can be directed to CAQH & ADA via the **questions panel on the right side of the GoToWebinar desktop.**

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Today's agenda

- ❑ **Welcome and Introductions**

- ❑ **Overview: the ADA® credentialing service, powered by CAQH ProView®**

- ❑ **Review previously submitted questions**

- ❑ **Open for Q&A**

- ❑ **Closing remarks and follow-up information from today's session**

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Introductions

- **ADA attendees:**
  - Sarah Tilleman, Senior Manager, Credentialing and Third Party Payer Advocacy
  - Charles Lara, Manager, Member Service & Training

- **CAQH Attendees:**
  - Charlene Harrison, Associate Director, Operations

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Overview

These office hour sessions are designed for:

- **Office / credentialing / practice managers** who support large group dental practices (with approx. >100 dentists); and
- who are already familiar with CAQH ProView

For dental offices just starting to explore the ADA® credentialing service, powered by CAQH ProView® these are recommended resources to get started:

- CAQH offers on-demand trainings to learn more about CAQH Proview
  - Pre-recorded trainings are also available
- CAQH ProView Dentist Quick Reference Guide
- CAQH ProView Dentist Practice Manager Module User Guide

Links to all resources will be emailed to registrants after today's webinar

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Credentialing challenges for dentists

Pain points as described by dentists (and their staff):

	Each plan requires a separate form
	Varied data submission channels, often manual
	No standardized format or questions among plan forms

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The ADA® credentialing service, powered by CAQH ProView®

Why the American Dental Association (ADA) formed a strategic alliance with CAQH:

ADA American Dental Association®

America's leading advocate for oral health

- Opportunity to reduce the administrative burden for all dentists & their staff.

- Streamline the dental plan credentialing process.

- Create a best-in-class solution for the dental industry to efficiently collect dentist data.

- Accelerate dentist adoption of a single electronic solution for credentialing and other data needs.

- Preserve and augment the ADA commitment to members and nonmembers.

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CAQH, a non-profit alliance, creates shared solutions to streamline the business of healthcare. CAQH launched in 2002 and became the healthcare industry standard for an universal provider credentialing application.

Over 1.4M providers	15 years experience	Over 900 healthcare organizations
standard and allied using CAQH ProView	as the default solution for healthcare credentialing	are receiving provider data from CAQH ProView

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Dental plans now participating in CAQH ProView® include:

Key CAQH ProView® benefits for dentists

- Free to all dentists; ADA members and nonmembers.

- Single "dentist profile" to share with authorized plans.

- Robust security features protect data.

- Electronic data and document images are captured through direct upload, eliminating paper.

- Practice managers maintain information on multiple locations and dentists.

- Dentist support via phone and live chat.

Previously asked questions

Previously asked questions have been bucketed into the following areas of focus:

1. Understanding the new dental user experience as it pertains to logging into myADA.org.

2. Bulk upload / group management of dental CAQH ProView profiles.

3. How to add a new profile, how to add a new practice location, how to update information like license renewal and DEA?

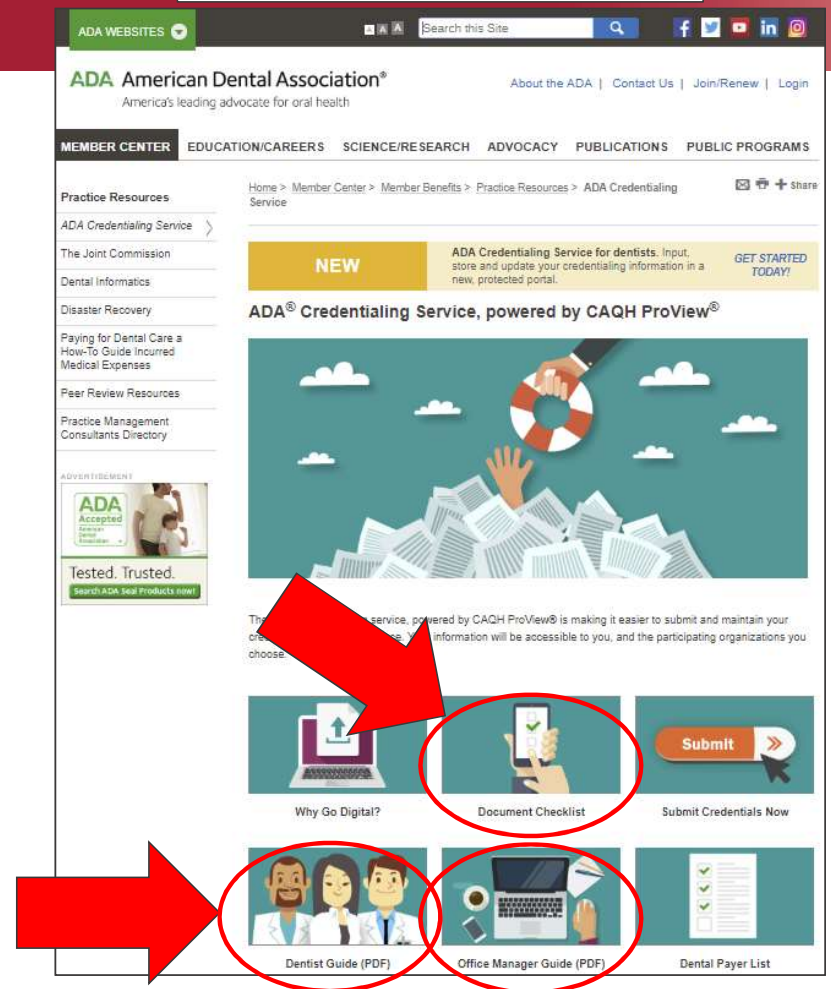4. How do payers interact with my CAQH ProView profile(s)?

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Making it **easy** for dentists in your group

- **Begin at ADA.org/credentialing**

  Several resources here to help dentists and their staff to get started:

  - ➢ Document Checklist
  - ➢ Dentist Guide
  - ➢ Practice Managers Guide

How to login through ADA single sign-on (SSO)

- The alliance has created Single Sign-On (SSO) access for all dentists
  - Dentists logging into ADA are also logged into CAQH ProView

- Start at ADA.org/credentialing to navigate to the CAQH ProView ®

- Enter the CAQH ProView® application to complete form by clicking *"Get Started Today"* alert bar or the *"Submit Credentials Now"* box

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How to login through ADA single sign-on (SSO)

ADA.org/godigital

- ADA.org/credentialing will redirect to SSO login screen (ADA.org/godigital)

- Use ADA User ID and password to login
  - All your dentists already have an ADA number and log-in
  - True for members and nonmembers

- **Need to locate a ADA User ID?**
  - Contact ADA Member Service Center at msc@ada.org or (800) 621-8099

- ADA passwords can be reset online
  - Self-service reset feature
  - Each dentist will have to have a unique email address to reset the password and access the account

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4. How do payers interact with my CAQH ProView profile(s)?

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Bulk upload / group management of dental CAQH ProView profiles

1. Is there a way to bulk upload dentists info (if they don't yet have a CAQH profile)?

2. Do we have to log in to each dentist's profile 1-by-1, not just to setup a profile and complete attestations—but to maintain them?

3. How can we be notified if something is incomplete, incorrect, or otherwise in need of our attention when we are monitoring/managing so many profile on behalf of our dentists?

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Bulk upload / group management of dental CAQH ProView profiles

4. Our team noticed changes made to the CAQH sign-on, and it now requires an ADA profile. As a DSO we setup our new dentists with a CAQH application as it used by many of our payers for initial and re-credentialing processes.

   With it now requiring an ADA login, we cannot actively initiate this process on behalf of new dentists. It also raises concerns of an additional source of data management. To better understand the impact of how this will affect our payer information, please address the following questions:

   - What is the hierarchy of the data? Does the ADA trump CAQH data or vice versa?
   - CAQH requires attestation every 120 days, will ADA also require this?
   - The primary email address in ADA is usually the dentist's personal email, will this override the CAQH email of their work?
   - What happens if we push an update to CAQH via Echo/Symed that is not reflected in the ADA system?
   - What is the frequency of the updating feed?
   - Will the CAQH login be the same as your ADA login?

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CAQH Practice Manager module

CAQH to live demo of how to use the **Practice Manager** module to:

- Add a new dentist

- Add a new office

- Update dentists' information (i.e., license renewals, DEA, etc.)

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4. How do payers interact with my CAQH ProView profile(s)?

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How do payers interact with my CAQH ProView profile(s)?

1. Where/how do payers access everything versus contacting the employer?

2. Can an administrator login and view any notifications regarding missing items or where the new doctor or new office application is in its approval process?

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Open Discussion and Q & A

Use the chat function in **GoTo Webinar** to ask your questions!

Please submit your questions

Via the Web – Enter your questions or comment into the "Questions pane in the lower right hand corner of your screen.

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Thank you!

ADA will circulate an email that recaps our conversation today to all attendees; including contact information for the appropriate team members.

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