



ATTENTION: Office Managers / Credentialing Coordinators

Announcing new coordinated credentialing process to ease the credentialing burden on Arizona providers

The Arizona Association of Health Plans (AZAHP) is pleased to announce the creation of a new credentialing alliance aimed at making the credentialing and recredentialing process easier by eliminating duplication of efforts and reducing administrative burden. The new credentialing process will be launched on October 1, 2012.

The process is the result of a two-year intensive review of existing credentialing processes by eight health plans that have agreed to participate in the AzAHP credentialing alliance:

1. Care1st Health Plan Arizona / ONECare by Care1st Health Plan Arizona
2. Comprehensive Medical and Dental Program (CMDP)
3. Health Choice Arizona / Health Choice Generations
4. Mercy Care Plan / Mercy Care Advantage / Mercy Care Long Term Care / Mercy Healthcare Group
5. Phoenix Health Plan / Abrazo Advantage Health Plan
6. SCAN Health Plan Arizona
7. UnitedHealthcare Community Plan
8. The University of Arizona Health Plans (UAHP) – University Family Care / Maricopa Health Plan / University Care Advantage / University Healthcare Group

As part of the new, streamlined process, the above plans have agreed to utilize the Council for Affordable Quality Healthcare (CAQH) Universal Provider Datasource for all practitioner credentialing applications and a common paper application for all facility credentialing applications. The plans have also developed a common practitioner data form and organizational data form to collect information necessary for their contract review process and system loading requirements.

On behalf of the participating plans, AzAHP has contracted with OptumInsight™/Aperture Credentialing (OptumInsight™) for primary source verification (PSV) services for the alliance. OptumInsight™ will perform the PSV once and share the results with each participating plan that you have authorized to receive it.

Providers' existing credentials will remain valid, but as new providers are added to the system or existing providers are re-credentialed, the new alliance credentialing process will apply.

OptumInsight™ will begin performing PSV services for the initial credentialing of new providers on October 1, 2012. At the same time, they will begin recredentialing providers that are due for recredentialing in February, 2013, under the new alliance credentialing process. Each participating plan will continue to perform their own recredentialing through January 2013.



Following are additional details related to the AzAHP credentialing alliance and some of the benefits that you can expect to see from it.

Practitioners and Facilities *currently* contracted with more than one of the participating plans

1. A single date will be established that allows one recredentialing process to satisfy the recredentialing requirement for each of the participating plans with which you are contracted. That date will be the earliest date that you were set to be recredentialed by any of the participating plans. Following the initial alliance recredentialing event, your next recredentialing date will be set three (3) years out.
2. For practitioner groups that are adding a new practitioner, you will simply complete the common Practitioner Data Form (found on the website of any participating plan) once and send to each of the participating plans you are contracted with. Practitioners must also make sure CAQH is updated and each of the participating plans that you are contracted with are approved to access your CAQH application.

Practitioners and Facilities *requesting* contracts with one or more of the participating plans

1. Complete the appropriate common data form (Practitioner or Organizational, found on the website of any participating plan) once and send to the participating plan(s) you wish to contract with.
2. Practitioners who are registered with CAQH are encouraged to make sure CAQH is updated and each of the participating plans that you wish to contract with is approved to access your CAQH application. Practitioners who are not currently registered with CAQH and Facilities will be contacted by the plan or OptumInsight™ regarding the need for a credentialing application.
3. If you are a practitioner that requires a site visit as part of the initial credentialing event (Primary Care Provider or Obstetrician) or a facility that requires a site visit as part of the initial credentialing event (facilities that are not accredited or surveyed), the participating plan(s) that you are requesting to contract with will have access to any site visit already performed under the alliance. If a site visit has already been performed by another participating plan in the AzAHP credentialing alliance, another site visit will not be necessary. If no site visit has been performed by a participating plan in the AzAHP credentialing alliance, a single site visit will be performed as part of the initial credentialing event and made available to all participating plans.

NOTE: Each participating plan retains the right to make their own contracting decisions (whether or not to add practitioners and facilities to their network) and will make their own credentialing committee decisions (review of the primary source verification information obtained by OptumInsight™ resulting in approval/denial by the plan's committee).



Information about the AzAHP credentialing alliance partners



Aperture Credentialing, Inc.

OptumInsight's Aperture Credentialing is the nation's largest Credentials Verification Organization (CVO) performing approximately 550,000 credentialing events each year. They are certified by NCCA, accredited by URAC, and compliant with JCAHO standards. OptumInsight has experience as the CVO of other credentialing alliances similar to the AzAHP credentialing alliance, and works closely with CAQH.

You will receive correspondence from Aperture/OptumInsight on behalf of the plans participating in the AzAHP credentialing alliance requesting that you complete or update a credentialing application and/or provide additional documentation in order to complete your application process. Likewise, if your application process includes CAQH, it will be imperative that you continue to update and re-attest to your information on a regular and timely basis.

Any requests from Aperture/OptumInsight are legitimate and vital to the timely completion of your initial credentialing or recredentialing event.



Launched in 2002, CAQH's data-collection initiative, the Universal Provider DataSource® (UPD) allows registered physicians and other health professionals in all 50 states and the District of Columbia to enter their credentialing information free of charge into a single, uniform online system that meets the credentialing needs of most health plans, hospitals and other healthcare organizations. In April 2012, CAQH surpassed 1 million registered healthcare providers. More than 550 health plans/organizations currently participate in UPD, and approximately 10,000 new providers register in the service each month.

All data submitted by providers through UPD is maintained by CAQH in a secure, state-of-the-art data center. Providers authorize health plans and other organizations access to the information. Providers needing more information about registering with the service or completing the UPD application should visit <https://upd.caqh.org/oas/>.



If you have any questions regarding the AzAHP Credentialing Alliance, please contact any of the participating plans and they can answer your questions.

Care1st Health Plan Arizona
(602) 778-1800 (options in order 5, 7)
www.care1st.com/az

Comprehensive Medical and Dental Program (CMDP)
(602) 351-2245 or (800) 201-1795 (options in order 1, 2, 3)
www.azdes.gov/cmdp

Health Choice Arizona
(800) 322-8670 (options in order 4, 7)
www.healthchoiceaz.com

Mercy Care Plan
(602) 263-3000 (Express Code 631)
www.mercycareplan.com

Phoenix Health Plan
(602) 824-3720
www.phoenixhealthplan.com

SCAN Health Plan Arizona
(602) 778-3300
www.scanhealthplan.com

UnitedHealthcare Community Plan
(877) 842-3210
www.uhcommunityplan.com

The University of Arizona Health Plans
(520) 874-5290 or (800) 582-8686
www.ufcaz.com
www.mhpaz.com
www.universitycareadvantage.com
www.universityhealthcaregroup.com