



October 17, 2007

Dear Provider:

As part of NCPPO/NCPPPO/HealthLink's network, all credentialed practitioners are required to participate in the recredentialing process. Effective January 1, 2008, use of the Council for Affordable Quality Healthcare (CAQH) Universal Credentialing DataSource (UCD) will be required for initial credentialing and recredentialing with NCPPO/NCPPPO/HealthLink. UCD, a free online service, allows healthcare providers to fill out one application to meet the credentialing data needs for multiple organizations.

All NCPPO/NCPPPO/HealthLink providers applying for initial or continuing participation will be required to complete and submit their credentialing and recredentialing applications through the UCD by accessing the CAQH website. Practitioners who do not have internet access may submit their application via fax to CAQH by first contacting the CAQH Help Desk at 888-599-1771 to request a paper application. Use of the UCD does not apply to providers participating through delegated credentialing agreements or are solely practicing in a hospital-based environment.

Your CAQH Registration Instructions are Attached!

CAQH UCD instructions are enclosed with this letter. The instructions will assist you with accessing and using the CAQH UCD credentialing application database. ***If you do not have a CAQH Provider ID and would like to be added to the roster please contact:***

- **For Missouri, Madison, Monroe, and St. Clair Counties in Illinois** please contact the Provider Contract Administration department at 866-561-7780.
- **For all other Illinois Counties, Arkansas, Indiana, Tennessee, or Kentucky** please contact the Contracts Processing Unit at 877-284-0101 ext 6441.

Accessing the online application is easy. Simply log on to <https://upd.caqh.org/oas/> and select "Logging in for the First Time." **You must have the CAQH Provider ID in order to enter the system, authenticate yourself and complete the UCD application.** If you have any problems please contact the CAQH Help Desk at 888-599-1771. If you have already completed a CAQH application no action is required and we thank you for your compliance.

4825 Mark Center Drive • Suite 750 • Alexandria, VA 22311-9807 • 1-800-871-7888

URL addresses updated to on-line document 08/28/08

To assist you with the UCD process, training will be offered by NCPPO/NCPPO/HealthLink Network Services. For further information about CAQH training and FAQ's, please visit NCPPO/NCPPO/HealthLink's web site at www.ncppo.com, you can access the CAQH Training Days from the provider home page or contact your Network Consultant, see the attached listing to locate your Network Consultant.

To learn more about CAQH and the credentialing application program visit the CAQH web site at www.CAQH.org, where you can view an online demonstration of the application process or visit NCPPO/NCPPO/HealthLink's web site at www.ncppo.com, you can access the CAQH web site from the provider home page.

If you register with CAQH now and maintain a complete application, you will not be sent a recredentialing notice upon your recredentialing event. If you do not have a Complete Application on file when you are due for recredentialing, you will be sent a notice to register immediately.

If you have any questions please call the Credentialing Department at 800-516-7587 or call NCPPO/HealthLink's Customer Service at 800-624-2356. Thank you for your prompt attention to this matter.

Sincerely,



Norma Phaneuf
Director, WellPoint Credentialing Database Operations

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