



01/21/09

### Update on CAQH Roster Maintenance

NCPPO/HealthLink recently made a change in how it is maintaining providers on its CAQH roster. If you are not due for recredentialing in 2009, your status on our CAQH roster was inactivated. This does not impact your ability to update your CAQH application nor does it impact your participation with our networks. However, you will not see NCPPO/HealthLink on the CAQH authorization page.

Approximately 8 months prior to your recredentialing due date with NCPPO/HealthLink, your status will be reactivated and CAQH will notify you via e-mail or fax. At that time, you may need to update your CAQH authorization page or other application information so that your application is complete and accessible for recredentialing. If you have already selected the global authorization option, you will only be required to update your CAQH information if it is not in a complete status, e.g. Initial Application Complete or Reattestation.

Below is the standard communication that you will receive from CAQH when you are reactivated on the NCPPO/HealthLink CAQH roster. If you have any questions about this process, please contact your Network Consultant.

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Thank you for participating in the CAQH Universal Credentialing DataSource! The following organization would like to access your information electronically so that you do not have to complete a separate paper application:

National Capital Preferred Provider Organization (NCPPO)

If you would like to authorize release of your information to this organization, please take the following steps:

1. Log onto the Online Application System ([www.caqh.org/cred](http://www.caqh.org/cred)) using your Username and Password.
2. Go to the Authorization tab, check the box next to the aforementioned organization, and click on the Next button.
3. Follow the quick 3-step attestation process to finalize your edits.

We will notify the aforementioned organization if you allow access to your record. Please note that your authorization is required before any organizations can access your information.

For assistance, please contact our toll-free Provider Help Desk at [help@updadmin.acsgs.com](mailto:help@updadmin.acsgs.com) or (888) 599-1771 (Help Desk hours: 6am-8pm CT). Please have your CAQH Provider ID available when you call.

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