# UNITED HEALTHCARE

## Important Credentialing & Recredentialing Information

**Effective 8-1-17**

The following outline will help Providers navigate through United Healthcare & Oxford’s Credentialing/Recredentialing Process

<table>
<thead>
<tr>
<th>Provider Relations Contact - Credentialing</th>
<th>Kellie Roper, Advocate</th>
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</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:kellie_roper@uhc.com">kellie_roper@uhc.com</a></td>
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<tr>
<td></td>
<td>Telephone # (952) 202-7575</td>
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**Completing Application Form**

- Applications must contact the United Voice Portal at 877-842-3210.
  - Once the applicant has contacted the United Voice Portal line and entered the applicant’s Tax ID number, they should select the following prompts: credentialing, medical, join the network.
  - After entering the last prompt, the system provides the applicant the information required for the credentialing process.
  - The applicant’s call will then be transferred to a credentialing member service representative.
- The credentialing member service representative will obtain demographic and identifying information from the applicant at that time and confirm a Council for Affordable and Quality Healthcare (CAQH) care provider identification number.
- The purpose of this call is to notify UnitedHealthcare that you would like to be added to our CAQH ProView roster for credentialing. If you do not call us, we will not know you are interested in joining our network and will not be able to access your application on CAQH to initiate credentialing with UnitedHealthcare.

**Health Plan needs to be authorized on CAQH as a provider**

- After you have spoken with UnitedHealthcare, log in to the CAQH ProView website at [https://proview.caqh.org](https://proview.caqh.org) and update your application, including an Attestation and Release, and all information requested on the application, including any other requested information and supporting documents.
- If you haven’t selected global authorization, you will need to manually authorize UnitedHealthcare to access your data or we will not be able to access your application and initiate credentialing.
- When you complete your CAQH ProView application for the first time, or upon successful re-attestation, you will receive an auto-generated email from CAQH confirming the status of your application.

**Checking the Status of Credentialing/Recredentialing Application**

To be informed of the status of your credentialing or recredentialing application, upon request you can check on the status of your application by calling the United Voice Portal at 877-842-3210, say or enter your TIN, and then say, as prompted: Other Professional Services > Credentialing >Medical>Get Status.

**Timeline for Initial Credentialing**

The credentialing process generally takes up to 25 calendar days to complete, depending upon response times from medical schools, residencies, specialty boards, and hospitals.

**Physician Assistants will bill under supervising physician and will need credentialing**

Physician Assistants require credentialing; collaboration physician agreements are required for credentialing and the document should be uploaded as a supporting document to CAQH. Additionally, specific admitting arrangements must be identified within the document.

**Nurse Practitioners that are acting as a PCP with their own panel, billing on their own and listed in the directory will need credentialing**

Nurse Practitioners/APRNs require credentialing; collaboration physician agreements are required for credentialing and the document should be uploaded as a supporting document to CAQH. Additionally, specific admitting arrangements must be identified within the document.
<table>
<thead>
<tr>
<th>Non-Credentialed / Hospitalists / PARE (Pathology, Anesthesiology, Radiology, Emergency Medicine) providers</th>
<th>Care providers who solely treat members in an in-patient setting do not require credentialing.</th>
</tr>
</thead>
</table>
| **Contract Effective Date** | • Approved is not synonymous with “Active.”  
• Care providers may not begin seeing UnitedHealthcare members until the care provider has signed a contract and has been loaded into our systems.  
• Care providers will receive written notification from UnitedHealthcare that the applicable contract has been activated including your contract participation effective date. The earliest a contract can be made effective is the date the provider was approved by UnitedHealthcare’s Credentialing Committee. |
| **Opt-In Information** | Opt-In form will still need to be completed and sent to ICP for processing. |
| **Recredentialing** | The Credentialing Entity performs recredentialing of network care providers at least every 36 months from the most recent credentialing/recredentialing approval date. |
| **Notification of Credentialing Committee Decision** | • For initial credentialing, care providers are notified of the National Credentialing Committee’s decision to approve or deny credentials within 60 calendar days of the committee decision.  
• For recredentialing, care providers are notified of the decision to terminate a care provider’s participation within 60 calendar days of the committee’s decision if applicable. |
| **Provider Relations Contact – Claims/Quality Programs** | **Kellie Roper, Advocate**  
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Telephone # (952) 202-7575 |