



Indiana University Health




CAQH IMPORT

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2013 Morrisey Technology and Educational Conference

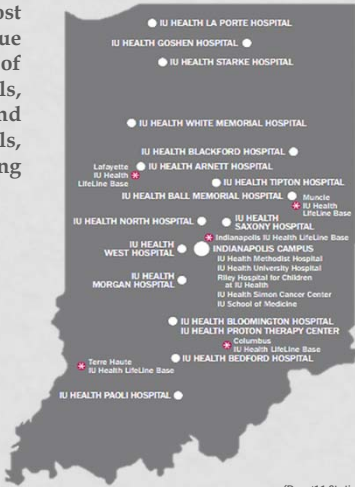


ABOUT INDIANA UNIVERSITY HEALTH


Indiana University Health is Indiana's most comprehensive healthcare system. A unique partnership with Indiana University School of Medicine, one of the nation's leading medical schools, gives patients access to innovative treatments and therapies. IU Health is comprised of hospitals, physicians and allied services dedicated to providing preeminent care throughout Indiana and beyond.

STAFFING

- Total Physicians: 3,707
- Total Full-Time Team Members: 26,596
- Total admissions: 143,219
- Total outpatient visits: 2,244,320



(Dec '11 Statistics)



OVER 80% OF INDIANA'S TOP DOCTORS PRACTICE AT IU HEALTH
BEST HOSPITALS LISNnews HONOR ROLL
NATIONALLY RANKED IN 10 OUT OF 10 PEDIATRIC SPECIALTIES



WHAT IS CAQH?

The CAQH Universal Provider Datasource (UPD) is the trusted source and industry standard for collecting provider data used in credentialing, claims processing, quality assurance, emergency response, member services and more.

By streamlining data collection electronically, UPD is reducing duplicative paperwork and millions of dollars of annual administrative costs for one million physicians and other health professionals, as well as over 650 participating health plans, hospitals and healthcare organizations.

UNIVERSAL PROVIDER DATASOURCE®

1 million
PROVIDERS

4.6 million
HOURS SAVED BY
PROVIDERS ANNUALLY

\$135 million
SAVED BY
PROVIDERS ANNUALLY



WHAT ARE THE BENEFITS?

Benefits to the Provider

- Eliminates the need to fill out redundant, time-consuming forms.
- Entirely free to providers, effectively reducing provider administrative costs by nearly \$135 million per year.
- Credentialing and other updates are conveniently fulfilled online in a matter of minutes.
- Keeps practice information current – updates are available to all approved hospitals systems

Benefits to the Organization

- Decreased average processing turnaround time by 8 - 10 days
- Reduced frequency of returned provider correspondence due to poor address quality by 80-85 percent
- Near elimination (97 percent) of new provider initial credentialing packet mailings
- By reducing costs associated with the exchange of provider data, UPD saves millions of dollars in annual administrative costs across the healthcare industry.

HOW ARE WE USING IT?

IUH Initial Appointments (PHP)

The following information/documentation is required by the IU Health CVO to initiate primary source verification and begin the credentialing/privileging process. Applications received without the information listed below will be marked as incomplete. Please use the checklist below to ensure that you are providing all the documentation required when submitting your application for membership. Many of the items on the checklist have a corresponding form at the bottom of the page, please follow the instructions provided and fill out all applicable fields on each form.

Application Checklist

- Complete the [CAQH Application](#) using the CAQH ID provided in instructions below
- Complete **ALL** Required Forms available below and submit using eSignature
- Visit the [Practitioner Applicant Forms](#) to complete **ALL** required supplemental forms
- Apply for Indiana License and CSR here: [IL/CSR website](#)
- Apply for DEA here: [DEA Registration](#)
- Complete privileging requests under the **Privileges** link (to the left)
- Upload required documents using the **Transfer Files** link (to the left)
 - Signature Identification
 - Professional Photo (Color/B&W, 2 1/2 x 3 1/2 inches)
 - Copy of State ID, Driver's License, Visa, or Passport
 - Curriculum Vitae

Required Forms

Application	Last Activity	
CAQH ID and Instructions	Viewed 08-02-2013	
Authorization Consent and Release	Viewed 08-02-2013	Reset
Signature Identification Print/Scan/Upload	Viewed 08-02-2013	
Penalty Statement	Signature Pending 08-02-2013	Reset
Physician Ack for Prescribing Controlled Subst	Signature Pending 08-02-2013	Reset

As part of the PHP, the CAQH serves as the core of our online application

Physicians are sent their CAQH ID along with instructions specific to IU Health credentialing requirements.


FILLING OUT THE CAQH

Practitioners will need:

- CAQH ID number
- Practice information
- Practitioner ID Numbers (i.e. NPI)
- Copy of Curriculum Vitae
- Medical Licensure
- DEA and CDS Certificates
- Malpractice Facesheet
- Pending or settled malpractice cases
- 10 years of work history
- 3 Professional References

Providers must be registered with a participating organization and have their Provider ID number and authentication data. The Provider ID number is included in a registration kit mailed by CAQH. Providers can then complete the following steps:


- Step 1:** Activate UPD Account
- Step 2:** Complete the Application
- Step 3:** Authorize Access to Application
- Step 4:** Verify/Audit Information Entered
- Step 5:** Attestation
- Step 6:** Fax in supporting documentation
- Step 7:** Reattest every 4 months to keep data up to date




CAQH EXTRACTS

Building an extract:

There are two types of extracts:



Standard Extract



Custom Extracts

Extract Format:


- XML ← All extracts must be XML or the import will fail
- ASCII Text
- Replica
- Include Supporting Documentation ↓ Setting a password will cause the import into MSOW to fail

Extract Password:

DO NOT ADD A PASSWORD

Downloading an extract:

You can download your custom extracts through the Download Files button, Under manage provider data within the DAS :



Download Files You must use Safari, Firefox, or Google Chrome to download through the DAS. Internet Explorer is not compatible.

Download Files

08/05/13Standard_IJHA_XML_08052013_175641679.zip 109K

Or through the FTP site at <ftp://ftpupd.caqh.org/>

To log on to the FTP server, type a user name and password.

FTP server: ftpupd.caqh.org

User name:


Password:

You can obtain your username and password from your CAQH plan administrator or if you have administrative status you can find them on the Edit Organization page of the DAS.

Select the sections to include in the Custom Extract:

- Select All**
- Provider Personal Information
- Provider Non-Practice Address
- Provider Other Name
- Provider Language
- Provider Medical License
- Provider CDS
- Provider DEA

You have the ability to select the information that is pulled into your extract



IMPORT FUNCTIONALITY

To Access the CAQH Import Screen:

- Login to MSOW
- Press **Menu** and then select the **Practitioners** drop down
- Select the **CAQH Import** option from the drop down

To import a CAQH Extract file:

- Press the **Load Extract File** button to access the CAQH Worklist screen
- Press the **Browse** button from the CAQH Worklist screen
- Navigate to where you have previously saved your CAQH Export
- Select Export you wish to bring into MSOW and press **Open**
- Note the file path is now in the box to the left of the **Browse** button
- Press the **Load Extract File** button from within the CAQH Worklist screen

- Extracts with passwords will fail
- Extracts with image files or PDFs may fail
- Extracts should not be unzipped
- Large extracts may take several minutes

To load practitioners to your work list:

- Select practitioners using the check box
- Select **Accept Extract Matches**

CAQH Worklist Browse Load Extract File

MSOW Practitioner Name	Last	First	Middle	SSN Last 3	Date of Birth	DEA
<input type="checkbox"/> Holder, Beeka	Holder	Beeka	A	4908	08/06/1971	BA6639104
<input type="checkbox"/> Select Practitioner	Clark	Curtis	C	2213	09/24/1948	AC6610766

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"SCRUBBING" DATA

- Add Info
- Aliases
- Committees
- Contact
- Covering MDs
- Cred Contact
- Credentials*
- Facilities
- Health Info
- Hospitals*
- ID Numbers*
- Insurances*
- Languages
- Leadership
- Offices*
- Personal
- Pract Contacts
- Products
- References*
- Societies
- Specialties*
- Sponsors
- Vital
- Work Hist

- Select data area to review
- An * indicates imported data

- A single data grid is used to compare data between the application and database (shown to the right)
- A dual data grid is used to match and then compare data from the extracted practitioner's application to data from the database (shown below)

Field	Database	Application	To be Posted to Database
*Document	Fellowship	Fellowship	Fellowship
Select university			University of Massachusetts Center: 55 Lake
*University Name	University of Massachusetts Medical Center	Univ of Massachusetts Med Ctr	University of Massachusetts Medical Center
Address 1	55 Lake Avenue N	55 Lake Avenue North	55 Lake Avenue N
Address 2	Medical Education		Medical Education
City	Worcester	Worcester	Worcester
State	MA	MA	MA

Credentials - Application (Data from Application)							Rows: 3
Chgd	View	Document	University Name	From date	Thru date	Historical	
Yes	No		Duquesne School Of Medicine	07/01/1984	03/01/1988		Delete
Yes	No	Fellowship	Univ of Massachusetts Med Ctr	07/01/1993	06/01/1996		Delete
Yes	No	Internship/Residency	Robert Paolier Hospital	07/01/1988	06/01/1993		Delete

Credentials - Database (Current Database Information)							Rows: 3
View	Document	University Name	From date	Thru date	Historical		
No	Fellowship	University of Massachusetts Medical Center	07/01/1993	06/01/1996		Delete	
No	Internship/Residency	Robert Paolier Hospital	07/01/1988	06/01/1993		Delete	

Use the icon at the top left of each data grid to post changes as you work. When all data areas have been reviewed, use the larger post to database icon at the top right of the import screen to post the application and remove the practitioner from the CAQH work list.



WRAP UP

Lessons Learned

- Translation Table
- References
- Standard vs. Custom Extracts
- Pre-application Status
- Instructions for providers
- CAQH Auditing

ProviderCertification	Provider Certification	ProviderCertID
ProviderCertification		ProviderCertificationID
ProviderCertification		CertificationFlag
ProviderCertification		ExpirationDate
ProviderCertification		ClassificationDescription
ProviderCertification		CertificationType
ProviderCertification		CertificationStatus
ProviderCertification		CertificationNumber
ProviderCertification		State
ProviderCertification		ObtainedDate
ProviderCertification		ReinstatementDate
ProviderCertification		ReinstatementExplanation
ProviderCertification		ReinstatementExpiration
ProviderCertification		CertificationDescription
ProviderCertification		Country_CountryName

For more information:

- CAQH Universal Provider Data Source: <http://www.caqh.org/overview.php>
- Provider Quick Reference Guide: <http://www.caqh.org/access-upd.php>
- DAS Training Manual: <https://upd.caqh.org/DAS/Documentation.srf>



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? QUESTIONS ?

The image shows a presentation slide with a grey background. At the top center, there is a white rectangular box containing the Indiana University Health logo, which consists of a red square with a white Greek letter Psi (Ψ) and the word "HEALTH" in white below it. To the right of the logo, the text "Indiana University Health" is written in a black serif font. Below this box is a larger white rectangular box with a thin black border. Inside this box, the word "QUESTIONS" is written in a black serif font, flanked by two large black question marks. A solid grey horizontal bar is positioned at the bottom of the white box.