

FAQ for Electronic Credentialing and Enrollment Submission

1. What is the new process for getting credentialed, recredentialed and enrolled with Blue Cross NC?

Effective 11/1/22, practitioners and provider groups will have to:

- a. Go to the [CAQH ProView website](#) and complete the CAQH application and process for credentialing and/or for recredentialing
- b. Send their CAQH ID to credentialing@bcbsnc.com once they have been notified that the CAQH application is in a “completed” status
- c. After receiving confirmation of their completed credentialing status from Blue Cross NC, go to the online [Individual Practitioner Enrollment Form](#) or [Provider Group Enrollment Form](#) to submit a new enrollment application for a practitioner or provider group

2. What if I do not use CAQH ProView for credentialing or recredentialing?

Effective 11/1/22, we are requiring all practitioners and provider groups that wish to obtain a contract and participate with Blue Cross NC to sign up and utilize CAQH for credentialing and recredentialing. CAQH is a vendor that Blue Cross uses for credentialing and recredentialing, and primary source verification. Blue Cross NC will not accept any other forms for credentialing or recredentialing of practitioners and provider groups outside of the CAQH process.

3. What if I do not wish to enter a contract with Blue Cross, do I have to complete credentialing?

No, if you would like to maintain your non-participating status and do not wish to get contracted with Blue Cross, you do not have to complete your credentialing through [CAQH ProView](#). You can complete the [Individual Practitioner Enrollment Form](#) and/or the [Provider Group Enrollment Form](#) without having to complete credentialing if you have a non-participating enrollment request.

4. How do I sign up with CAQH ProView?

Please visit the [CAQH ProView](#) website for creating your CAQH account.

5. Do dentists have to use CAQH ProView for credentialing and recredentialing?

Yes, effective 11/1/22, all providers that wish to obtain participating status and get contracted with Blue Cross will have complete their credentialing through [CAQH ProView](#).

6. Do pharmacists have to use CAQH ProView for credentialing and recredentialing?

Yes, effective 11/1/22, all providers that wish to obtain participating status and get contracted with Blue Cross will have complete their credentialing through [CAQH ProView](#).

7. Where do I go if I need help with using CAQH ProView?

The [CAQH ProView sign-in page](#) has some reference material for medical and dental providers. CAQH can be contacted directly for questions and assistance. Please visit their website at the

following link and locate their contact information at the top of the page: [CAQH - Streamlining the Business of Healthcare](#).

8. Why do I have to use CAQH ProView to get my practitioners or provider groups credentialed or recredentialed?

Credentialing that is completed through [CAQH ProView](#) cannot only be consumed digitally by Blue Cross, but ensures that all of the pertinent information required for credentialing is received, validated and reviewed quickly and effectively. This will enable us to build automated processes and ultimately speed up the credentialing process. Digitization is key to evolve as an organization and obtain operational efficiency. In order to better serve our members and providers, Blue Cross NC has to advance and transform on several fronts. These initial steps will set the foundation for these efficiencies in the short term and in the long term.

9. I am currently in the process of getting recredentialed. Do I have to switch to now use CAQH ProView to complete my recredentialing?

No, CAQH ProView will be a requirement for practitioners and provider groups whose recredentialing cycle starts on or after 11/1/2022.

10. Do I have to complete the online enrollment form and submission process to get my practitioners or provider groups enrolled?

Yes, effective 11/1/2022, all practitioners and provider groups that have to be newly enrolled with Blue Cross NC will require completion and submission of the new online enrollment forms.

11. Can I submit the old credentialing or enrollment forms to get my practitioners or provider groups enrolled?

No, effective 11/1/2022, Blue Cross NC will not accept any other forms to credential or enroll new practitioners or provider groups. Old forms that are submitted will not be processed or utilized.

12. Do I have to complete both, the Individual Practitioner Enrollment Form and the Provider Group Enrollment Form if I want to add a practitioner to my provider group?

An [Individual Practitioner Enrollment Form](#) is required to enroll a practitioner that is brand new to Blue Cross and has never been enrolled with Blue Cross before. A [Provider Group Enrollment Form](#) is required to enroll a provider group that is brand new to Blue Cross and has never been enrolled as a provider group with Blue Cross before.

13. The Provider Group Enrollment Form allows me to add individual practitioners to my group. Can I add all my practitioners to the group through the Provider Group Enrollment Form?

Brand new practitioners that have never been enrolled with Blue Cross, cannot be added to Blue Cross through the [Provider Group Enrollment Form](#). You will need to complete an [Individual Practitioner Enrollment Form](#) for each new practitioner you wish to be enrolled with your provider group. Once you receive confirmation that the individual practitioner has been enrolled with Blue Cross or if the individual practitioner you wish to enroll with your group has

already been enrolled with Blue Cross in the past, then you can proceed to add the practitioner to your provider group through the [Provider Group Enrollment Form](#).

14. Why do I have to complete the online enrollment form to get my practitioners and provider groups enrolled?

In order for Blue Cross to properly process a new enrollment, we have to ensure certain steps have been completed and the necessary documentation is provided. Additionally, the enrollment form needs to be completed in its entirety. The digitized platform allows for a better guide to the practitioners and provider groups to ensure they supply all the pertinent information needed for enrollment. Digitization is also the key to evolve as an organization and obtain operational efficiency. As we move towards digital consumption of our provider data, we will be able to build automation and create more streamlined workflows. This will ultimately lead to better provider data quality, less errors and more timely processing of provider change requests.

15. Do I have to be credentialed with Blue Cross NC prior to submitting the enrollment form?

Only practitioners and provider groups that would like to be contracted with Blue Cross will have to complete their credentialing and receive a letter confirming their credentialing with Blue Cross NC prior to submitting the online enrollment form.

16. What if my degree is not listed on the electronic enrollment form?

Please choose "other" and input your degree. Without this information, the enrollment form will not be processed.

17. What if my specialty is not listed on the electronic enrollment form?

Please choose "other" and input your specialty. Without this information, the enrollment form will not be processed.

18. Do I need a separate enrollment form for Blue Medicare?

No, you can indicate that you are a Blue Medicare practitioner or provider group on the new electronic enrollment form, after which you will be required to add your Medicare number.

19. What if I am a solo practitioner and do not have a NPI Type II?

You can use / enter your individual NPI in the NPI Type II field.

20. Does the provider group I am enrolling with have to be enrolled before my practitioner enrollment form is processed?

Yes, if you / the practitioner is requesting to be enrolled with a particular provider group, that group must first be enrolled for you to be enrolled with that entity.

21. What phone number and email address should I use when filling out the enrollment form?

The phone number provided should be the phone number where a patient can call to make an appointment with the practitioner. The email address should be that of the group or office administrator that should receive all of the communication after / when the forms are being

processed. Blue Cross will use that email address to communicate with the practitioner or provider group if there is missing information or if we have any questions on the submission.

22. When filling out the Provider Group Enrollment form, how do I add practitioners that need to be enrolled with the provider group?

The form will allow you to add up to 5 practitioners. If you have more than 5 practitioners, you can submit a roster in MS Excel format.

Note: Practitioners have to first be enrolled using the [Individual Practitioner Enrollment Form](#). If the individual practitioners are not enrolled, they cannot be added to the provider group even if they are included in the list or roster.

23. The new enrollment form only allows me to add 2 addresses; what if I have more addresses that I need to add?

Each practitioner only needs to have one address for each group on file. Additional addresses should only be added if the practitioner is taking patient appointments 2 days a week at those locations and thus, should be displayed in the directory. If the additional addresses you want to include meet the above criteria, they can be sent to Blue Cross NC by completing a [Demographic and Contact Form](#) after the practitioner has been enrolled.