

Frequently Asked Questions

Answers to the questions practitioners and provider administrators ask most often, grouped by the point in the application at which they usually arise.

For
Practitioners and provider administrators

Provider Portal
provider.certifyos.com

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For provider administrators

1 Getting in

5 QUESTIONS

I received an invitation from one participating health plan. Can I apply to others?

Yes. The invitation provides access to the Provider Portal. It does not limit which participating health plans you may select.

However you reach the Provider Portal, you complete the same credentialing application and choose there which participating health plans you want to apply to. One application covers every plan you select.

Do I need a separate account for each participating health plan?

No. One account is sufficient, regardless of which plan invited you.

I have not received the email to set up my account.

Open the sign-up link again and enter your details, checking carefully that your email address is correct — a mistyped address is the most common reason. Completing the form sends a new link.

Check your spam or junk folder as well, in case the first email arrived and was filtered.

The link in my email no longer works.

Open the sign-up link again and complete it as you did the first time. This sends you a new link.

I have forgotten my password.

Use the password reset option on the sign-in page. You can also change your password under the settings icon once you are signed in.

2 Choosing plans and states

5 QUESTIONS

Which states can I apply for?

Phase one covers Alabama, Montana, North Dakota, South Dakota, and Wyoming. Additional states will follow.

I practise in more than one state. Can I cover them in one application?

No. Select one state per application and complete and submit a separate application for each additional state in which you want to be credentialed.

Can I apply to more than one participating health plan at once?

Yes. Select every participating health plan you want at the Eligibility section, and the application expands to collect what each of them requires. Information common to all of them is entered only once.

The Provider Portal directed me to a different credentialing pathway. Why?

Participating health plans set their own eligibility criteria, and the Provider Portal asks eligibility questions on their behalf. Based on your responses, the Provider Portal may determine that your application cannot proceed through this program and direct you to another route instead.

If you believe your responses were entered incorrectly, return to the Eligibility section and review them.

I selected the wrong participating health plan. Can I change it?

Yes, while the application is still in Draft. Return to the Eligibility section and change your selection. Sections belonging to a plan you remove are no longer displayed.

3 CAQH

8 QUESTIONS

Do I need a CAQH Provider ID?

Some participating health plans require one. Where a plan you selected requires it, the application asks for it without offering an alternative.

Where none of the plans you selected requires it, you are asked whether you have one. If you do not, you complete a shorter application and provide a state credentialing form instead.

Why does the Provider Portal need my CAQH profile?

So that you do not re-enter information you have already provided to CAQH, and so that what reaches the participating health plans matches your attested profile. Your specialty and practice address are populated from it.

Retrieval has been running for fifteen minutes. Is something wrong?

No. When your record must first be added to the roster, retrieval takes approximately fifteen to twenty minutes. Your progress is saved, so you can close the application. You will receive an email when the information is available.

None of the addresses displayed is the one I want to use.

Select **None of the Above**. Then add or correct the address in your CAQH profile and re-attest the profile — the Provider Portal can retrieve only information included in an attested profile. Once you have re-attested, return to the application and select **Refresh CAQH Data**.

Why can I not edit the address directly?

After an address is returned from CAQH it is populated for you and locked, so that the information reaching the participating health plans matches your attested profile. To change it, select a different CAQH address, choose **None of the Above**, or refresh the CAQH data after updating and re-attesting your profile.

I entered my CAQH Provider ID incorrectly. How many times can I correct it?

You may use a CAQH Provider ID three times before a successful retrieval — the initial entry and two corrections. The Provider Portal shows how many remain and warns you before the last one.

After a successful retrieval, or after the third attempt, the field locks. Contact gethelp@certifyos.com if it must be changed after that.

My CAQH Provider ID is locked.

Contact gethelp@certifyos.com. The field locks so that an application cannot be moved onto a different CAQH profile after information has been retrieved.

I was told my CAQH profile is not attested.

Sign in to CAQH, complete your profile, and attest to it. Then return to the application and try again. The Provider Portal can retrieve only information included in an attested profile.

I updated my CAQH profile after starting the application. Will the Provider Portal see the change?

Only after you re-attest the profile, and only when the information is retrieved again — either by selecting Refresh CAQH Data, or automatically if you return to an application you have not worked on for an extended period.

4 Questions about the application

7 QUESTIONS

Why am I asked for my Social Security Number?

Participating health plans require it to credential you. It is collected once and sent only to the plans you selected.

Why do I see more than one Primary Practice Location section?

A separate section may appear for each participating health plan you selected, because plans do not all request the same information about a location. After the first section, the Provider Portal may offer to reuse an address you have already entered.

Why am I asked about languages at each location rather than once?

Some participating health plans require language information for each practice location rather than for the practitioner overall. Where such a plan is selected, the question appears on each location.

Adding a language is optional. If you add one, complete every field displayed for it.

I speak only English. Do I have to add a language?

No. You can leave the languages section empty.

Why am I asked for a supervising physician?

Some specialties require a supervising physician in certain states. The section appears only when your specialty and the state in which you are applying require one.

Why am I asked for a Medicaid number?

Because of the participating health plans and line of business you selected. Where it appears, it is optional.

Which documents do I need to upload?

If you provide a CAQH Provider ID, a completed W-9 is the only document requested. If you do not provide one, additional documents may be requested, including a state credentialing form.

Upload all requested documents in PDF format.

How many groups can I add?

You may list up to ten groups for each participating health plan. You can also add additional practice locations beyond your primary one; these are optional.

5 Submitting

4 QUESTIONS

Why can I not submit the application?

Because a required response is missing. The Provider Portal displays the number of incomplete responses, identifies each one, and directs you to the first.

If you provided a CAQH Provider ID, submission is also held where a response does not match your CAQH profile. The Provider Portal identifies the field so you can review it.

One participating health plan is complete but another is not. Can I submit the finished one now?

No. If your application includes more than one participating health plan, all required information for every one of them must be complete before any part of the application is submitted.

If you would rather not wait, return to the Eligibility section and remove the plan you cannot complete. You can submit a separate application for it later.

The Provider Portal says a response does not match my CAQH information.

Compare the value you entered with your CAQH profile. If your entry is correct and the CAQH profile is out of date, update the profile, re-attest it, and select Refresh CAQH Data. Formatting differences alone, such as dashes in a phone number, are ignored.

Can I save the application and finish it later?

Yes. Your responses are saved as you work, and the application reopens where you left off.

6 After you submit

6 QUESTIONS

Can I change my application after submitting it?

No. Changes cannot be made after the application is submitted. Review it before you sign.

Can I get a copy of what I submitted?

Yes. Download it from the Provider Portal at any time. The download contains the information submitted for every participating health plan you selected, as it was submitted.

Why does the confirmation email not contain my application?

To protect personal information, the application stays behind your sign-in rather than travelling in an email. The email directs you to sign in to the Provider Portal instead.

What do the application statuses mean?

Status	What it means
Draft	Started but not submitted.
Fetching data	CAQH information is being retrieved.
Data fetched	CAQH information is available; reopen the application to continue.
Submitted	Submitted to all selected participating health plans.
Ineligible to complete	The application cannot proceed through this program.

My application shows Ineligible to complete.

The application cannot proceed through the SharedCred Program pathway. Any additional information provided appears with the status. For questions about the determination itself, contact credentialing@certifyos.com.

How long does credentialing take once I have submitted?

Timelines are set by each participating health plan and vary. Contact credentialing@certifyos.com if you need an update.

7 For provider administrators

4 QUESTIONS

Can I complete an application on a practitioner's behalf?

Yes. The practitioners on your account are listed, and you can open or start an application for any of them.

How do I see which applications need attention?

Each practitioner is listed with their application status, so applications in Draft, those waiting for CAQH information, and those already submitted are visible together.

An application has been retrieving CAQH information for some time. Should I take any action?

No. Where a record must first be added to the roster, retrieval takes approximately fifteen to twenty minutes. Nothing is lost, and an email is sent when the information is available. If it has been considerably longer, contact gethelp@certifyos.com.

Does the practitioner need their own sign-in if I complete the application for them?

Not in order for the application to be completed. They will need one to sign in and view it themselves.

Still need help?

If you need help with

Contact

A Provider Portal feature that is not working as expected

gethelp@certifyos.com

A credentialing question

credentialing@certifyos.com

Both options are also available from the ? icon in the Provider Portal header.