

Washington Health Plan Credentialing for the CAQH Transition

Use this list to determine how health plans are accepting credentialing applications. OneHealthPort will update this list as we receive information from the health plans, and as information changes. You will find the most current list at onehealthport.com/support-communications.

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
Aetna	CAQH or Paper WPA Send WPA to: Aetna Credentialing PO Box 981120 El Paso, TX 79998-1120	https://extaz-oci.aetna.com/pocui/join-the-aetna-network	Phone: Provider Call Center 800-353-1232	Adheres to state's turnaround time requirements	Contact the Provider Call Center	
Amerigroup	CAQH Or Paper Washington Practitioner Application (WPA)	https://provider.amerigroup.com/washington-provider/join-our-network Submit new/initial applications via Availity	Email: credentialing@anthem.com Phone: 800-454-3730	60 days for initial requests	Availity	For recredentialing, if you do not have a current CAQH application, you will receive outreach from a credentialing representative asking for a paper WPA.
Ameritas	Email Or Fax	www.ameritas.com	providerrelations@amertias.com Phone: 800-755-8844 Fax: 402-467-7339	30 Days	Phone	
Amplifon Hearing Health Care	The Health Plan will obtain directly from CAQH.	www.amplifonusa.com	Email: credentialing@amplifon.com Phone: 1-800-920-4327	30-60 days	credentialing@amplifon.com	

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Asuris	CAQH Or Email asuris_credentiaing@asuris.com Or Fax - (888) 335-3002	Credentiaing (asuris.com)	Email: asuris_credentiaing@asuris.com Phone: Provider Contact Center 1 (800) 253-0838 Fax: (888) 335-3002	33 days since receipt of a complete application	Our website has been updated with this information	Check the status or receipt of initial credentiaing or recredentiaing applications in the Onboarding Tracker, available in Availity Essentials: Payer Spaces.
Cigna	CAQH	cignaforhcp.cigna.com	Email: PSSCentral@Cigna.com Phone: 1-800-88Cigna (882-4462)	Please call this number for TAT information 1-800-88Cigna (882-4462)	Please call this number to check on status 1-800-88Cigna (882-4462)	Providers should call our Provider Services phone number to initiate contracts and fill out CAQH, authorizing Cigna Healthcare. More information can be found on our website.
Community Health Plan of Washington (CHPW)	CAQH Or WPAs can be emailed to provider.credentiaing@chpw.org or faxed to 206-652-7070. If providers are able to download their WPA from CAQH, we will accept them, as long as the signature dates are current.	chpw.org	Email: Provider.credentiaing@chpw.org Phone: N/A Fax: 206-652-7070	60-90 days, usually	Email provider.credentiaing@chpw.org	
Coordinated Care	CAQH Paper Applications	wamss.org/wp-content/uploads/2015/10/WPA-Final-2015.pdf	Email: joinournetwork@coordinatedcarehealth.com	~ 1 week for credentiaing that doesn't	Email	

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Wellcare of Washington		https://www.coordinatehealth.com/content/dam/centene/Coordinated%20Care/provider/PDFs/508-CC-Individual-Practitioner-Group-Practice-BasePacket.pdf	contracting@coordinatedcarehealth.com Phone: 877-644-4613 Fax: (833) 777-8630	need a new contract		
EyeMed	The Health Plan will obtain directly from CAQH.	Eyemed.com	Email: Online Forms Phone: 888.581.3648 Fax: 866.293.7373	45 – 60 days	Provider website	
First Choice Health Network	CAQH New providers please use our CAQH interest form https://www.fchn.com/Providers/CAQHForm .	www.fchn.com	Email: providerrelations@fchn.com	Varies based on file completion and if additional information is needed for completion. Average 90 days.	As of 09/15/2023 , FCH is performing in house credentialing for new processes and all providers including WA providers will need to complete the CAQH application. Providers can check the status of their application 90 - 100 days after the submission date by emailing credentialing@fchn.com	Please ensure you have given FCH access to your CAQH application by giving 'global status' to speed up the credentialing and recredentialing process

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					lingapp@fchn.com . For applications prior to 9/15/2023, Medversant is handling the credentialing on First Choice's behalf. If the credentialing or re-credentialing process is already in flight and missing items are needed, Medversant will reach out to you and the information can be returned via email or fax.	
Great Hearing Benefits	The Health Plan will obtain directly from CAQH.	www.greathearingbenefits.com	Email: cmassie@greathearingbenefits.com Phone: 224-355-5088	N/A	portal.greathearingbenefits.com	
HeadsUp Healthcare	The Health Plan will obtain directly from CAQH.	headsupcare.com	Email: credentialing@headsupcare.com Phone: 855-443-9872		credentialing@headsupcare.com	

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Health Net Federal Services (HNFS)	<p>Fax the Washington Practitioner Application to Health Net Federal Services, LLC (HNFS) at 1-844-227-7689, or</p> <p>Use CAQH for network provider credentialing. Log in to the CAQH Provider Data Portal, update your record, and allow HNFS to view your CAQH profile.</p>	<p>Providers can go to the HNFS web page for information on how to join our Network https://www.tricare-west.com/content/hnfs/home/tw/prov/res/provider_forms/join_our_network/PIF.html</p> <p>HNFS uses CAQH ProView for credentialing. Providers must register with CAQH, update their record and allow HNFS to view their CAQH profile https://www.tricare-west.com/content/hnfs/home/tw/prov/become-a-provider/provider-credentialing/credentialing-provider-applications.html</p>				
Kaiser Foundation Health Plan of Washington	<p>CAQH</p>	<p>https://wa-provider.kaiserpermanente.org/provider-support/join-network</p>	<p>provcredentialing@Kp.org</p>	<p>60 day average</p>	<p>Email</p>	<p>Providers should follow instructions on our website to initiate contracts or add practitioners to existing contracts. Fill out CAQH, authorizing Kaiser to pull the application. For</p>

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						questions on joining the network please email provider services at : kpwa.provider-services@kp.org
LCA Vision, INC.	The Health Plan will obtain directly from CAQH.	www.lasikplus.com	Email: credentialing@lasik.com Phone: 513-577-8270 Fax: 513-792-5623	N/A	Internal source (Mozart) for credentialing tracking	
Molina Healthcare of WA	Molina Mini-App + CAQH Application <i>or</i> Paper/PDF WA Practitioner Application	molinahealthcare.com/providers/wa/medicaid/home.aspx molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/wa/Medicaid/forms/Add-Provider-Mini-App-Form.pdf	Email: MHWProviderContracting@MolinaHealthcare.com Phone: (855) 322-4082 Fax: (877) 814-0342	45-60 Days		Please allow 30 days for response. If no response to email is received, email MHWProviderContracting@MolinaHealthcare.com for status.
Optum Care Network (OCN)	Current CAQH application or 2023 WPA submitted directly to OCNWA credentialing@optumpnw.com	https://partner.optum.com	Email: credentialing@optumpnw.com	Approximately 14-30 days from the receipt of a complete application	Email - credentialing@optumpnw.com	

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PacificSource	Email: Credentiaing@PacificSource.com	https://pacificsource.com/providers/partner-with-us	Email: Credentiaing@PacificSource.com Phone: 541-684-3747 Fax: 541-225-3644	45-60 days of receipt of complete application	Email: Credentiaing@PacificSource.com Or Phone: 541-684-3747	
Paradigm Corp	The Health Plan will obtain directly from CAQH.	www.paradigmcorp.com	Email: credentialing-networks@paradigmcorp.com Phone: 844-242-1451 Option 4 Fax: 941-549-8111		credentialing-networks@paradigmcorp.com	
Premera	Fax, email, hard copy via mail	Premera.com	Email: Credentiaing.Updates@Premera.com Fax: 425.918.4766	Initial apps 35-45 days	Email inquiry. Welcome letters are generated and sent by physical mail when cred is complete.	
Principal Plan Dental	Directly from the dental office if they reach out to Principal	Principal.com			Website	
Providence Health Plan	Paper application Emailed application CAQH		PHPCredentiaing@providence.org	Average of 60 days or less	Assigned Provider Relations Representative	

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Regence	CAQH Or Email - regence_credentiaing@regence.com or Fax - (888) 335-3002	Credentiaing (regence.com)	regence_credentiaing@regence.com Phone: Provider Contact Center 1 (800) 253-0838 Fax: (888) 335-3002	33 days since receipt of a complete application	Our website has been updated with this information	Check the status or receipt of initial credentialing or recredentialing applications in the Onboarding Tracker, available in Availity Essentials: Payer Spaces.
Tivity Health (WholeHealth Living is a Tivity Health Company)	CAQH	https://www.wholehealthliving.com/practitioners/	Email: credentialing@tivityhealth.com Phone: 888-297-3060 Fax: 888-297-1027	30 – 60 days	Email or phone	
UnitedHealthcare Hearing /EPIC Hearing Healthcare	The Health Plan will obtain directly from CAQH.	UnitedHealthcare Hearing (uhchearing.com)	Email: credentialing@uhchearing.com Phone: 1-855-523-9355	N/A	Fax, mail or phone call	
UnitedHealthcare Medical	CAQH	Join Our Network UHCprovider.com		Varies based on file and if additional info is needed	Chat functionality once logged into the portal	

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UnitedHealthcare Vision	The Health Plan will obtain directly from CAQH.	Spectera: https://www.spectera.com/PWP/Landing March: https://www.marchvisioncare.com/	Phone: Spectera: (800) 638-3120 March: (855) 496-2724	N/A	Call us or reach out to your provider relations advocate.	
Versant Health	The Health Plan will obtain directly from CAQH.	https://davisvision.com/eye-care-professionals/join/ https://superiorvision.com/eye-care-professionals/join/apply/	Email: providerhelp@versanthealth.com Phone: 1 (800) 773-2847	90	providerhelp@versanthealth.com	
VSP Vision Care	The Health Plan will obtain directly from CAQH.	https://www.vspprovide.rhub.com/	Email: Credentialing@vsp.com		Credentialing@vsp.com	
WA State Department of Labor and Industries (Workers Compensation)	Submit applications through ProviderOne	WA State L&I Become a Provider	Email: LNIProviderOne@lni.wa.gov	90 days	Check status in ProviderOne	Please use L&I's ProviderOne Guides and Resources
WholeHealth Living is a Tivity Health Company	CAQH	https://www.wholehealthliving.com/practitioners/	Email: credentialing@tivityhealth.com Phone: 888-297-3060 Fax: 888-297-1027	30 – 60 days	Email or phone	