

## Washington Health Plan Credentialing for the CAQH Transition

Use this list to determine how health plans accept 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](https://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
<b>Aetna</b>	CAQH or Paper WPA  Send WPA to: Aetna Credentialing PO Box 981120 El Paso, TX 79998-1120	<a href="https://extaz-oci.aetna.com/pocui/join-the-aetna-network">https://extaz-oci.aetna.com/pocui/join-the-aetna-network</a>	Phone: Provider Call Center 800-353-1232	Adheres to state's turnaround time requirements	Contact the Provider Call Center	
<b>Ameritas</b>	Email  Or  Fax	<a href="http://www.ameritas.com">www.ameritas.com</a>	<a href="mailto:providerrelations@ameritas.com">providerrelations@ameritas.com</a>  Phone: 800-755-8844  Fax: 402-467-7339	30 Days	Phone	
<b>Amplifon Hearing Health Care</b>	The Health Plan will obtain directly from CAQH.	<a href="http://www.amplifonusa.com">www.amplifonusa.com</a>	Email: <a href="mailto:credentialing@amplifon.com">credentialing@amplifon.com</a>  Phone: 1-800-920-4327	30-60 days	<a href="mailto:credentialing@amplifon.com">credentialing@amplifon.com</a>	
<b>Asuris</b>	CAQH  Or  Email <a href="mailto:asuris_credentialing@asuris.com">asuris_credentialing@asuris.com</a>	<a href="http://asuris.com">Credentialing (asuris.com)</a>	Email: <a href="mailto:asuris_credentialing@asuris.com">asuris_credentialing@asuris.com</a> Phone: Provider Contact Center 1 (800) 253-0838  Fax:	33 days since receipt of a complete application	Our website has been updated with this information	<a href="#">Check the status or receipt of initial credentialing or recredentialing applications in the Onboarding Tracker, available in Availity Essentials: Payer Spaces.</a>

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
	Or  Fax - (888) 335-3002		(888) 335-3002			
<b>Cigna</b>	CAQH	<a href="http://cignaforhcp.cigna.com">cignaforhcp.cigna.com</a>	Email: <a href="mailto:PSSCentral@Cigna.com">PSSCentral@Cigna.com</a>  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.
<b>Community Health Plan of Washington (CHPW)</b>	CAQH  Or  WPAs can be emailed to provider.credentialing@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.	<a href="http://chpw.org">chpw.org</a>	Email: <a href="mailto:Provider.credentialing@chpw.org">Provider.credentialing@chpw.org</a>  Phone: N/A  Fax: 206-652-7070	60-90 days, usually	Email <a href="mailto:provider.credentialing@chpw.org">provider.credentialing@chpw.org</a>	
<b>Coordinated Care Wellcare of Washington</b>	CAQH Paper Applications	<a href="http://wamss.org/wp-content/uploads/2015/10/WPA-Final-2015.pdf">wamss.org/wp-content/uploads/2015/10/WPA-Final-2015.pdf</a>  <a href="https://www.coordinatecarehealth.com/content/dam/centene/Coordinated%20Care/provider/PDFs/508-CC-Individual-">https://www.coordinatecarehealth.com/content/dam/centene/Coordinated%20Care/provider/PDFs/508-CC-Individual-</a>	Email: <a href="mailto:joinournetwork@coordinatedcarehealth.com">joinournetwork@coordinatedcarehealth.com</a> <a href="mailto:contracting@coordinatedcarehealth.com">contracting@coordinatedcarehealth.com</a>  Phone: 877-644-4613	~ 1 week for credentialing that doesn't need a new contract	Email	

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
		<a href="#">Practitioner-Group-Practice-BasePacket.pdf</a>	Fax: (833) 777-8630			
<b>EyeMed</b>	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	
<b>First Choice Health Network</b>	CAQH  New providers please use our CAQH interest form <a href="https://www.fchn.com/Providers/CAQHForm">https://www.fchn.com/Providers/CAQHForm</a> .	<a href="http://www.fchn.com">www.fchn.com</a>	Email: <a href="mailto:providerrelations@fchn.com">providerrelations@fchn.com</a>	Varies based on file completion and if additional information is needed for completion.  Average 90 days.	First Choice Health (FCH) has partnered with CertifyOS as our Credentialing Verification Organization (CVO). CertifyOS began processing recredentialing and all new applications in February 2024 <b>First Choice Health uses the Council for the Affordable Quality, Inc. (CAQH) Credentialing application.</b> Providers can	Please ensure you have given FCH access to your CAQH application by giving 'global status' to speed up the credentialing and recredentialing process

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
					check the status of their application <b>90 - 100</b> days after the submission date by emailing <a href="mailto:credentialingapp@fchn.com">credentialingapp@fchn.com</a> .	
<b>Great Hearing Benefits</b>	The Health Plan will obtain directly from CAQH.	<a href="http://www.greathearingbenefits.com">www.greathearingbenefits.com</a>	Email: <a href="mailto:cmassie@greathearingbenefits.com">cmassie@greathearingbenefits.com</a>  Phone: 224-355-5088	N/A	<a href="http://portal.greathearingbenefits.com">portal.greathearingbenefits.com</a>	
<b>HeadsUp Healthcare</b>	The Health Plan will obtain directly from CAQH.	<a href="http://headsupcare.com">headsupcare.com</a>	Email: <a href="mailto:credentialing@headsupcare.com">credentialing@headsupcare.com</a>  Phone: 855-443-9872		<a href="mailto:credentialing@headsupcare.com">credentialing@headsupcare.com</a>	
<b>Health Net Federal Services (HNFS)</b>	Fax the Washington Practitioner Application to Health Net Federal Services, LLC (HNFS) at 1-844-227-7689, or  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.	Providers can go to the HNFS web page for information on how to join our Network <a href="https://www.tricare-west.com/content/hnfs/home/tw/prov/res/provider_forms/join_our_network/PIF.html">https://www.tricare-west.com/content/hnfs/home/tw/prov/res/provider_forms/join_our_network/PIF.html</a>  HNFS uses CAQH ProView for credentialing. Providers must register with				

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
		CAQH, update their record and allow HNFS to view their CAQH profile <a href="https://www.tricare-west.com/content/hnfs/home/tw/prov/become-a-provider/provider-credentialing/credentialing-provider-applications.html">https://www.tricare-west.com/content/hnfs/home/tw/prov/become-a-provider/provider-credentialing/credentialing-provider-applications.html</a>				
<b>Kaiser Foundation Health Plan of Washington</b>	CAQH	<a href="https://wa-provider.kaiserpermanente.org/provider-support/join-network">https://wa-provider.kaiserpermanente.org/provider-support/join-network</a>	<a href="mailto:provcredentialing@Kp.org">provcredentialing@Kp.org</a>	60 day average	Email	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 questions on joining the network please email provider services at : <a href="mailto:kpwa.provider-services@kp.org">kpwa.provider-services@kp.org</a>
<b>LCA Vision, INC.</b>	The Health Plan will obtain directly from CAQH.	<a href="http://www.lasikplus.com">www.lasikplus.com</a>	Email: credentialing@lasik.com  Phone: 513-577-8270  Fax: 513-792-5623	N/A	Internal source (Mozart) for credentialing tracking	

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
<b>Molina Healthcare of WA</b>	Molina Mini-App + CAQH Application <i>or</i> Paper/PDF WA Practitioner Application	<a href="https://molinahealthcare.com/providers/wa/medicaid/home.aspx">molinahealthcare.com/providers/wa/medicaid/home.aspx</a>  <a href="https://molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/wa/Medicaid/forms/Add-Provider-Mini-App-Form.pdf">molinahealthcare.com/-/media/Molina/PublicWebsite/PDF/Providers/wa/Medicaid/forms/Add-Provider-Mini-App-Form.pdf</a>	Email: <a href="mailto:MHWProviderContracting@MolinaHealthcare.com">MHWProviderContracting@MolinaHealthcare.com</a>  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 <a href="mailto:MHWProviderContracting@MolinaHealthcare.com">MHWProviderContracting@MolinaHealthcare.com</a> for status.
<b>Optum Care Network (OCN)</b>	Current CAQH application or 2023 WPA submitted directly to OCNWA <a href="mailto:credentialing@optumpnw.com">credentialing@optumpnw.com</a>	<a href="https://partner.optum.com">https://partner.optum.com</a>	Email: <a href="mailto:credentialing@optumpnw.com">credentialing@optumpnw.com</a>	Approximately 14-30 days from the receipt of a complete application	Email - <a href="mailto:credentialing@optumpnw.com">credentialing@optumpnw.com</a>	
<b>PacificSource</b>	Email: <a href="mailto:Credentialing@PacificSource.com">Credentialing@PacificSource.com</a>	<a href="https://pacificsource.com/providers/partner-with-us">https://pacificsource.com/providers/partner-with-us</a>	Email: <a href="mailto:Credentialing@PacificSource.com">Credentialing@PacificSource.com</a>  Phone: 541-684-3747  Fax: 541-225-3644	45-60 days of receipt of complete application	Email: <a href="mailto:Credentialing@PacificSource.com">Credentialing@PacificSource.com</a>  Or  Phone: 541-684-3747	
<b>Paradigm Corp</b>	The Health Plan will obtain directly from CAQH.	<a href="http://www.paradigmcorp.com">www.paradigmcorp.com</a>	Email: <a href="mailto:credentialing-networks@paradigmcorp.com">credentialing-networks@paradigmcorp.com</a>  Phone: 844-242-1451 Option 4  Fax: 941-549-8111		<a href="mailto:credentialing-networks@paradigmcorp.com">credentialing-networks@paradigmcorp.com</a>	

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
<b>Premera</b>	Fax, email, hard copy via mail	<a href="http://Premera.com">Premera.com</a>	Email: <a href="mailto:Credentialing.Updates@Premera.com">Credentialing.Updates@Premera.com</a>  Fax: 425.918.4766	Initial apps 35-45 days	Email inquiry. Welcome letters are generated and sent by physical mail when cred is complete.	
<b>Principal Plan Dental</b>	Directly from the dental office if they reach out to Principal	<a href="http://Principal.com">Principal.com</a>			Website	
<b>Providence Health Plan</b>	Paper application Emailed application CAQH		<a href="mailto:PHPCredentialing@providence.org">PHPCredentialing@providence.org</a>	Average of 60 days or less	Assigned Provider Relations Representative	
<b>Regence</b>	CAQH  Or  Email - <a href="mailto:regence_credentialing@regence.com">regence_credentialing@regence.com</a>  or  Fax - (888) 335-3002	<a href="http://Credentialing(regence.com)">Credentialing (regence.com)</a>	<a href="mailto:regence_credentialing@regence.com">regence_credentialing@regence.com</a>  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	<a href="#">Check the status or receipt of initial credentialing or recredentialing applications in the Onboarding Tracker, available in Availity Essentials: Payer Spaces.</a>
<b>Tivity Health (WholeHealth Living is a Tivity Health Company)</b>	CAQH	<a href="https://www.wholehealthliving.com/practitioners/">https://www.wholehealthliving.com/practitioners/</a>	Email: <a href="mailto:credentialing@tivityhealth.com">credentialing@tivityhealth.com</a>  Phone: 888-297-3060  Fax: 888-297-1027	30 – 60 days	Email or phone	

Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
<b>UnitedHealthcare Hearing /EPIC Hearing Healthcare</b>	The Health Plan will obtain directly from CAQH.	<a href="https://www.uhchearing.com">UnitedHealthcare Hearing (uhchearing.com)</a>	Email: <a href="mailto:credentilaing@uhchearing.com">credentilaing@uhchearing.com</a>  Phone: 1-855-523-9355	N/A	Fax, mail or phone call	
<b>UnitedHealthcare Medical</b>	CAQH	<a href="https://www.uhcprovider.com">Join Our Network   UHCprovider.com</a>		Varies based on file and if additional info is needed	Chat functionality once logged into the portal	
<b>UnitedHealthcare Vision</b>	The Health Plan will obtain directly from CAQH.	<a href="https://www.spectera.com/PWP/Landing">Spectera: https://www.spectera.com/PWP/Landing</a>  <a href="https://www.marchvisioncare.com/">March: https://www.marchvisioncare.com/</a>	Phone: Spectera: (800) 638-3120  March: (855) 496-2724	N/A	Call us or reach out to your provider relations advocate.	
<b>Versant Health</b>	The Health Plan will obtain directly from CAQH.	<a href="https://davisvision.com/eye-care-professionals/join/">https://davisvision.com/eye-care-professionals/join/</a>  <a href="https://superiorvision.com/eye-care-professionals/join/apply/">https://superiorvision.com/eye-care-professionals/join/apply/</a>	Email: <a href="mailto:providerhelp@versanthealth.com">providerhelp@versanthealth.com</a>  Phone: (800) 773-2847	90	<a href="mailto:providerhelp@versanthealth.com">providerhelp@versanthealth.com</a>	
<b>VSP Vision Care</b>	The Health Plan will obtain directly from CAQH.	<a href="https://www.vspprovide.rhub.com/">https://www.vspprovide.rhub.com/</a>	Email: <a href="mailto:Credentialing@vsp.com">Credentialing@vsp.com</a>		<a href="mailto:Credentialing@vsp.com">Credentialing@vsp.com</a>	



Health Plan	How to submit provider application	Health Plan Website	Email Phone Fax	Turnaround Time (TAT)	How providers check status	Health Plan Comments
<b>WA State Department of Labor and Industries (Workers Compensation)</b>	Submit applications through <a href="#">ProviderOne</a>	<a href="#">WA State L&amp;I Become a Provider</a>	Email: <a href="mailto:LNIProviderOne@lni.wa.gov">LNIProviderOne@lni.wa.gov</a> <a href="#">OV</a>	90 days	Check status in ProviderOne	Please use L&I's <a href="#">ProviderOne Guides and Resources</a>
<b>Wellpoint (formerly Amerigroup)</b>	CAQH	<a href="https://www.provider.wellpoint.com/washington-provider/join-our-networkSubmit">https://www.provider.wellpoint.com/washington-provider/join-our-networkSubmit</a> New/initial applications via Availity	Phone: 833-731-2274	60 days for initial requests	Availity	For initial and recredentialing, please have a current CAQH application.
<b>WholeHealth Living is a Tivity Health Company</b>	CAQH	<a href="https://www.wholehealthliving.com/practitioners/">https://www.wholehealthliving.com/practitioners/</a>	Email: <a href="mailto:credentialing@tivityhealth.com">credentialing@tivityhealth.com</a>  Phone: 888-297-3060  Fax: 888-297-1027	30 – 60 days	Email or phone	