



## Optum Care Network Credentialing Process

Providers requesting participation with Optum Care Network should complete the **Request for Credentialing** form found online at [professionals.optumcare.com/credentialing](https://professionals.optumcare.com/credentialing). Email the completed form to [mtnwest\\_credentialing@optum.com](mailto:mtnwest_credentialing@optum.com).

- Optum participates in the Council for Affordable Quality Healthcare's (CAQH) Universal Credentialing DataSource. If you are already registered with CAQH, log on to <https://proview.caqh.org> and update your information - making sure to designate OptumCare as authorized to access your data.
- If you are not currently registered with CAQH please visit <https://proview.caqh.org/PR/Registration> to register and begin the application process. Create a user name and password.
- After you register, you can enter your credentialing data. The system will allow you to save your work and return to it later.
- Please complete and submit your application to CAQH within 7 days and be sure to designate Optum as authorized to access your data. The sooner you complete your CAQH application, the sooner we can begin our credentialing process.
- When your CAQH application is complete, Optum will perform primary source verification of your credentials.
- To complete the Credentialing Process practitioners must have the following elements:
  - Active licensure in the state they will be practicing. Temporary license is not acceptable.
  - Active DEA registered in the state they will be practicing, and/or CDS if required by that state.
  - Active Professional Liability Insurance
  - If the practitioner is a MD, DO or DPM, they must complete a residency program in their designated specialty.
  - Work history - Five years of work history in month/year format. Gaps in work history greater than six months must be explained.
  - Peer references – Provide three peer references on your CAQH application.
  - Hospital privileges — OptumCare requires providers to have active hospital privileges or one of the following acceptable plans of admission.
    - Utilization of a hospitalist group at a participating hospital. (Please provide the name of the participating hospital.)
    - Another participating physician admitting on the practitioner's behalf. (Please provide the name of the admitting physician.)
- The primary source verification process takes approximately 30 days once a completed application is received, depending on response times from sources. Please allow at least 60 days from the time you complete your CAQH application before contacting us for a status if you do not receive a communication from us sooner.
- Ensure your CAQH attestation is always current — re-attestation is required every 120 days.

### Rights related to the credentialing process

Physicians and other health care providers applying for the UnitedHealthcare network have the following rights regarding the credentialing process:

- To review the information submitted to support your credentialing application;
- To correct erroneous information; and
- To be informed of the status of your credentialing or recredentialing application, upon request. When such requests are received, providers will be notified whether the credentialing application has been received, how far in the process it has progressed and a reasonable date for completion and notification. Credentialing status inquires can be sent to [mtnwest\\_credentialing@optum.com](mailto:mtnwest_credentialing@optum.com) and will be responded to via email.

To learn more about CAQH, visit the CAQH Web site at <https://proview.caqh.org>, where you can obtain additional information regarding the application process. Alternatively, you may call the CAQH Help Desk at 1-888-599-1771 or visit <https://www.caqh.org/about/contact> for additional contact information.