

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: www.qualityhealth.org/adminsimp/credentialing

| Health Plan | How to submit provider application | Health Plan Website | Email Phone Fax | Turnaround Time (TAT) | How providers check status | Health Plan Comments |
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| 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 | |
| Ameritas | Email Or Fax | www.ameritas.com | providerrelations@ameritas.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 | |
| Asuris | CAQH Or Email asuris_credentialing@asuris.com Or Fax: (888) 335-3002 | Credentialing (asuris.com) | Email: asuris_credentialing@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 credentialing or recredentialing applications in the Onboarding Tracker, available in Availity Essentials: Payer Spaces. |

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| 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.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. | chpw.org | Email: Provider.credentialing@chpw.org Phone: N/A Fax: 206-652-7070 | 60-90 days, usually | Email provider.credentialing@chpw.org | |
| Coordinated Care Wellcare of Washington | CAQH Paper Applications | wamss.org/wp-content/uploads/2015/10/WPA-Final-2015.pdf https://www.coordinatecarehealth.com/content/dam/centene/Coordinated%20Care/provider/PDFs/508-CC-Individual-Practitioner-Group-Practice-BasePacket.pdf | Email: joinournetwork@coordinatedcarehealth.com contracting@coordinatedcarehealth.com Phone: 877-644-4613 Fax: (833) 777-8630 | ~ 1 week for credentialing that doesn't need a new contract | Email | |
| 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 | |

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| First Choice Health Network | <p>CAQH</p> <p>New providers please use our CAQH interest form https://www.fchn.com/Providers/CAQHForm.</p> | www.fchn.com | <p>Email: providerrelations@fchn.com</p> | <p>Varies based on file completion and if additional information is needed for completion.</p> <p>Average 90 days.</p> | <p>First Choice Health (FCH) has partnered with CertifyOS as our Credentialing Verification Organization (CVO). CertifyOS began processing credentialing and all new applications in February 2024</p> <p>First Choice Health uses the Council for the Affordable Quality, Inc. (CAQH) Credentialing application. Providers can check the status of their application 90 - 100 days after the submission date by emailing credentialingapp@fchn.com.</p> | <p>Please ensure you have given FCH access to your CAQH application by giving 'global status' to speed up the credentialing and recredentialing process</p> |
| Great Hearing Benefits | <p>The Health Plan will obtain directly from CAQH.</p> | www.greathearingbenefits.com | <p>Email: cmassie@greathearingbenefits.com</p> <p>Phone: 224-355-5088</p> | <p>N/A</p> | <p>portal.greathearingbenefits.com</p> | |

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| HeadsUp Healthcare | <p>The Health Plan will obtain directly from CAQH.</p> | headsupcare.com | <p>Email: credentialing@headsupcare.com</p> <p>Phone: 855-443-9872</p> | | credentialing@headsupcare.com | |
| 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/provider-applications.html</p> | | | | |

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| Kaiser Foundation Health Plan of Washington | CAQH | https://wa-provider.kaiserpermanente.org/provider-support/join-network | provcredentialing@Kp.org | 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 : 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, CAQH As of 03/01/2025, application submissions will only be through CAQH. | Premera.com | Email: Credentiaing.Updates@Premera.com Fax: 425.918.476 | Initial apps 35-45 days | Email inquiry. Welcome letters are generated and sent by physical mail when credentialing is complete. As of 05/01/2025, status notifications and welcome notifications will be sent to the email on file with CAQH. | If applying through CAQH, send an email to Credentiaing.Updates@Premera.com with your CAQH ID and ensure you have given Premera access or have selected to your CAQH application by selecting 'global authorization'. As of 05/01/2025, Premera will partner with CertifyOS as our Credentialing Verification Organization (CVO) for recredentialing and new applications. |

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| 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 | | PHPCredentialing@providence.org | Average of 60 days or less | Assigned Provider Relations Representative | |
| Regence | CAQH Or Email - regence_credentialing@regence.com or Fax: (888) 335-3002 | Credentialing (regence.com) | regence_credentialing@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: (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 |
| Wellpoint (formerly Amerigroup) | CAQH | https://www.provider.wellpoint.com/washington-provider/join-our-networkSubmit 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. |
| 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 | |

