

Washington Health Plan Credentialing for the CAQH Transition

Use this list to determine how health plans accept credentialing applications. The Foundation for Health Care Quality 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
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.

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	

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 recredentialing 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>	

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

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	

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.

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	

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	

