

Important Information for Our Health Care Provider Partners

To: All Participating Providers
Date: August 1, 2025
Subject: Attestations and Data Changes Transitioning to the Council for Affordable Quality Healthcare

Univera Healthcare is pleased to share the news that later this year, we plan to transition to the Council for Affordable Quality Healthcare's (CAQH) platform for all attestation and provider data changes. Using CAQH will centralize provider data on one platform allowing for efficient and timely data sharing with any health plan that partners with CAQH.

Key benefits of this transition include:

- Reduced administrative burden of updating the same information with multiple health plans
- Increased data accuracy of our records and provider directories
- Electronic data exchanges between health plans and providers through the CAQH platform, allowing for more efficiency and faster processing times

As we continue our work for the transition, we want to also give our provider partners time to prepare. We encourage you to register with CAQH using the steps below:

- Visit <https://proview.caqh.org> and click on register here in the First Time Here section
- Complete your profile and upload your documents
- Attest that all information is truthful and complete
- Authorize Excellus Health Plan, Inc. (our affiliated health plan) access to your profile so that the attestations and updates can be obtained

If you have already registered, please authorize Excellus Health Plan, Inc. (our affiliated health plan) access your profile so that the attestations and updates can be shared.

For support and questions pertaining to the CAQH portal, contact the CAQH Support Desk at 1-888-599-1771, 7 a.m.-7 p.m. (EST) Monday through Friday. We appreciate your continued support and look forward to sharing more details about our progress in the coming months.

Commonly Asked Questions & Answers

Why are providers being asked to register with CAQH?

Later this year, the Health Plan will transition to the Council for Affordable Quality Healthcare's (CAQH) platform for all attestation and provider data changes. To be proactive, we are asking all providers and dentists to register and authorize Excellus Health Plan, Inc. (our affiliated health plan) access to the information prior to the transition.

What is CAQH?

CAQH is the Council for Affordable Quality Healthcare, Inc., a not-for-profit collaborative alliance of the nation's leading health plans and networks. The mission of CAQH is to improve health care access and quality for patients and reduce administrative requirements for physicians and other health care providers and their office staffs. CAQH's participating organizations provide health care coverage for more than 300 million Americans.

What is CAQH ProView?

The CAQH ProView service is the industry standard for collecting provider data used in credentialing and member service resource. A single, standard online form—the CAQH application—is the centerpiece of the CAQH ProView service. Providers in all 50 states and the District of Columbia are able to enter their information free of charge through an interview-style process. Through its streamlined, electronic data collection process, CAQH ProView is helping to reduce unnecessary paperwork while saving millions of dollars in annual administrative costs for more than 800,000 physicians and other health professionals, as well as more than 550 participating health plans, hospitals and health care organizations

Is there a charge to the provider for utilizing CAQH?

There is no cost to the provider to use the database. Health plans and other healthcare organizations pay a set fee per provider to access information from the universal provider data source (UPD).

How do health plans and other healthcare organizations get access to the provider's information?

The CAQH system is secure so that only health care plans and organizations authorized by the provider can access their information. Providers have access to their data and not other provider's data.

Where do providers go to access the database?

<https://proview.caqh.org>

Who does the provider contact for administrative support questions when utilizing the database?

The CAQH Support Desk provides telephone service support Monday through Friday, from 7:00 am to 7:00 pm (EST).

Support Desk phone: 1-888-599-1771

Support Desk e-mail: caqh.uphelp@acsqs.com.

How will a provider's confidentiality be maintained within the database?

The confidentiality and security of provider information and the privacy of system users are critical priorities for CAQH. The UPD is designed to be compliant with laws, rules and regulations relating to the privacy of individually identifiable health information. The CAQH database is housed in a secure network operations center. All network traffic to and from the center is routed through redundant firewalls for complete security. Secure Internet access to application screens, use of passwords, electronic signatures/certificates, and powerful 128 bit Secure Socket Layer encryption are used to ensure only authenticated use of the system. Only password/PIN-authenticated users have access to their restricted data over connections that automatically encode all information.

How will the information supplied to the UPD be used by our Health Plan?

Information that the provider enters or changes through the UPD such as address, specialty, tax identification number or remittance address will be used by the Health Plan to enroll, credential, re-credential, or to update our provider systems.