



Provider Credentialing

At Healthfirst, we remain committed to the continuous improvement of our operations. As we continue to expand our network of providers, streamlining the critical step of provider credentialing will enable Healthfirst to provide our members access to high-quality healthcare in a more efficient and scalable manner.

We are pleased to announce that Healthfirst has recently partnered with **andros***, an industry leading, NCQA-Certified, CVO (Credentials Verification Organization). Healthfirst and andros* teams have been working collaboratively on the planning and implementation effort to ensure a seamless transition with minimal impact to day-to-day operations.

Effective October 1, 2023, andros* will commence operations on behalf of Healthfirst with providers requiring first-time credentialing and existing providers requiring re-credentialing.

Healthcare Professionals:

To minimize delays with the credentialing process, we encourage all providers to update their credentials with the **Council for Affordable Quality Healthcare® (CAQH)**. Providers with an existing CAQH profile should confirm their profile status by logging into the CAQH portal.

If you do not have a CAQH profile, please register at www.caqh.org.

✓ **Initial Credentialing with Healthfirst:**

- Healthfirst's network representative will gather the required provider information needed for the credentialing application and kickoff the credentialing process with andros*.
- During the credentialing process, the support team at andros* may reach out to providers by telephone and/or e-mail to resolve any issues related to missing or incorrect information submitted on the credentialing application.
- Upon successful completion of the credentialing process, andros* will send an e-mail to inform the provider that their credentialing application has been approved.
- If the provider's credentialing application could not be completed or approved, the provider will receive that notification from Healthfirst via e-mail.
- Failure to respond or comply with credentialing requirements in a timely manner may delay a provider's participation in Healthfirst's Provider Network.

Provider Alert

✓ **Re-Credentialing with Healthfirst:**

- At 6-months prior to the expiration of a provider's 3-year credentialing approval with Healthfirst, andros* will begin reaching out to the provider via e-mail to remind them of their upcoming re-credentialing date.
- Providers should use this notification as a catalyst to review their CAQH profile and update any documentation that is set to expire before their re-credentialing date with Healthfirst.
- andros* will refer non-compliant providers back to Healthfirst's network representative who may reach out to the provider to try and resolve the matter.
- Failure to respond or comply with re-credentialing requirements in a timely manner may result in termination from Healthfirst's Provider Network.

Facility Providers:

✓ **Initial Credentialing with Healthfirst:**

- Healthfirst's Provider Network Representative will send providers a checklist, specific to the provider type, identifying the documentation required to complete the credentialing application via e-mail along with instructions for submitting the required documentation.
- Once all required documents have been received and the credentialing process has been completed the provider will be notified of the outcome by e-mail. If approved, the provider will receive an e-mail confirmation of their approval from the andros* support team.
- If we encounter any missing documentation or incorrect information during the credentialing process, andros* will reach out to the provider by telephone and/or e-mail to try and resolve the matter. If the provider does not respond or resolve the issue timely, andros* may refer their credentialing file back to Healthfirst for follow-up by their Healthfirst network representative.
- If the provider's credentialing application could not be completed or approved, the provider will receive that notification from Healthfirst via e-mail.
- Failure to respond or comply with credentialing requirements in a timely manner may delay a provider's participation in Healthfirst's Provider Network.

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- Providers should use this notification as a catalyst to review their credentialing documentation and ensure that any updated documents are submitted timely, ahead of their re-credentialing date with Healthfirst.
- andros* will refer non-compliant providers back to Healthfirst's network representative who may reach out to the provider to try and resolve the matter.
- Failure to respond or comply with re-credentialing requirements in a timely manner may result in termination from Healthfirst's Provider Network.

Should you have any questions, please contact your network representative for more information.