

What to Expect During Initial Professional Credentialing

- Please visit CAQH Proview (<https://proview.cagh.org/pr>).
 - New users must register to obtain a CAQH ID and complete the application. Please authorize Highmark Inc. or grant Global Authorization to the CAQH application.
 - Existing users should sign in to update the application and re-attest. Please authorize Highmark Inc. or grant Global Authorization to the CAQH application.
- Please complete Highmark's [Initial Credentialing Request Form](#). Highmark will use the information supplied on this form to obtain a copy of the Credentialing Application from CAQH.
- Applications are processed in the order received. When the application is received from CAQH, a Highmark Credentialing Specialist will be assigned to the application for review.
 - If additional information should be needed to complete the credentialing process, the Credentialing Specialist assigned to the application will reach out via email to the Credentialing Contact. If there is no Credentialing Contact information available, the Credentialing Specialist will defer to the email address or FAX number given as the Primary Practice email/FAX number on the application; or the email address or FAX number given on the initial credentialing request. Be sure to check all Spam and Junk folders for incoming emails from Highmark.
 - If we do not receive the information needed, we will discontinue the credentialing process.
 - If credentialing is discontinued, the provider must reapply (by completing the [Initial Credentialing Request Form](#)).
- Completed Applications are reviewed by Highmark's Medical Director for approval.
 - Upon approval of the Highmark Network Quality and Credentials Committee or the Medical Director, practitioners will receive written notification including applicable network(s) and effective date(s).
 - **No claims should be billed until all steps are completed; claims submitted prior to completing all steps will reject.**
 - If denied initial credentialing status, the practitioner will receive written notification within sixty (60) calendar days.

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