CAQH Solutions℠

CAQH Provider Data Portal®

Chat Quick Reference Guide

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1 Introduction

1.1 Overview

The CAQH Provider Data Portal is the premier industry solution for healthcare providers to easily self-report data required by health plans, hospitals, and other organizations. This information is used for credentialing, directory management, claims, and other key functions.

Practitioners, groups, and participating organization users can easily ask for assistance with completing their profile by initiating a chat. A chatbot named Cristina is accessible 24/7 to provide general information for more than a hundred of topics to the chatter. Live chat is also available if a customer wishes to speak with a live representative.

NOTE: *The CAQH Provider Data Portal data set meets the data collection requirements of URAC, the National Committee for Quality Assurance (NCQA) and Joint Commission standards.*

The CAQH Provider Data Portal is supported by America's Health Insurance Plans, American Academy of Family Physicians, American College of Physicians, American Health Information Management Association, American Medical Association, and Medical Group Management Association.

1.2 Scope

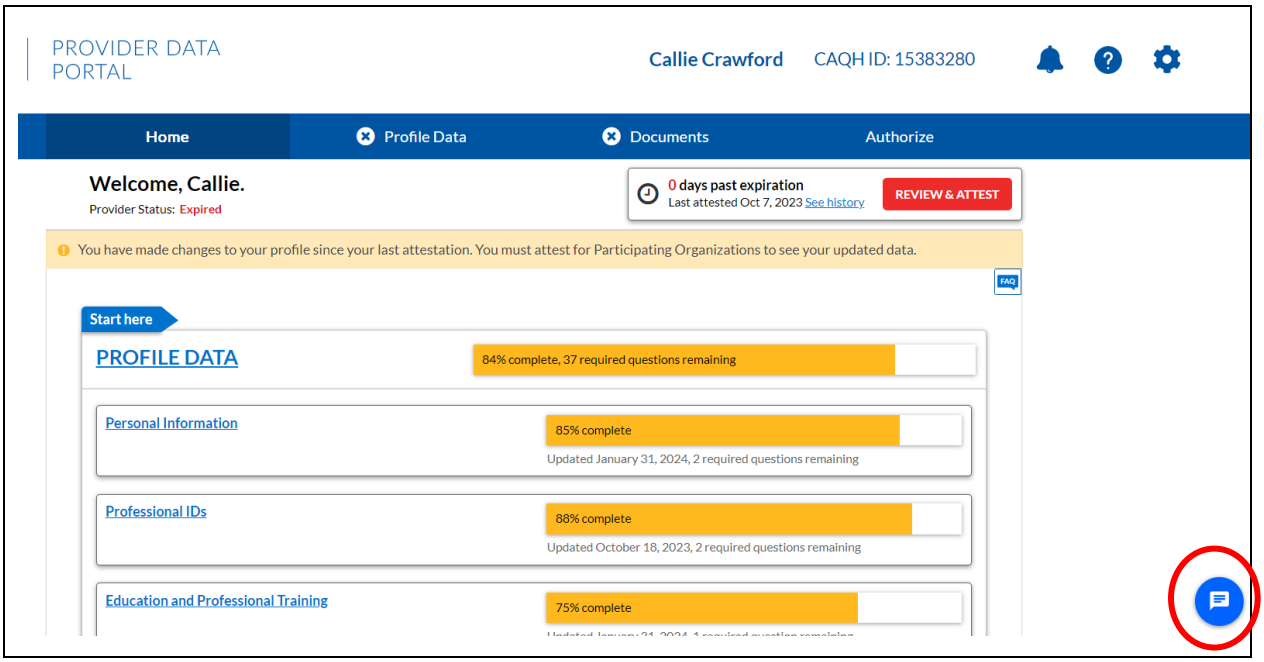
This document is intended to serve as a quick reference for using chat as a mode of contact to the CAQH Solutions Associates.

2 Using Chat to Contact the Solutions Center

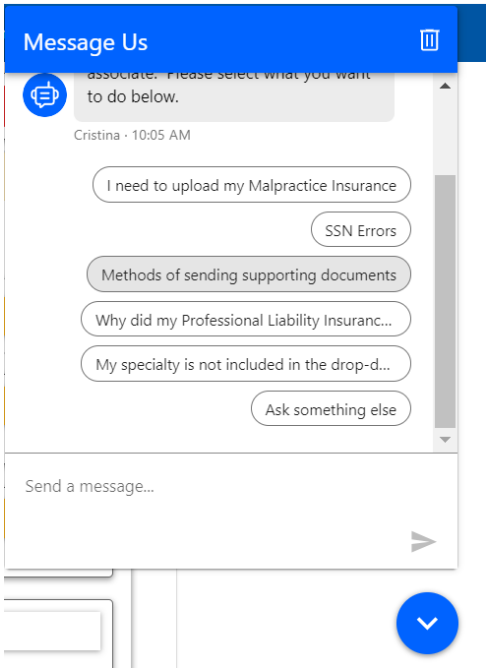
A chat user (provider, practice manager, groups, or participating organization) must be logged in to the CAQH Provider Data Portal to be able to contact the Solutions Center through chat. The chatbot is available 24/7 to provide assistance with many questions about the CAQH Provider Data Portal. Live chat agents are available Monday through Friday from 8:30 AM EST to 6:30 PM EST.

2.1 Initiating the Chat

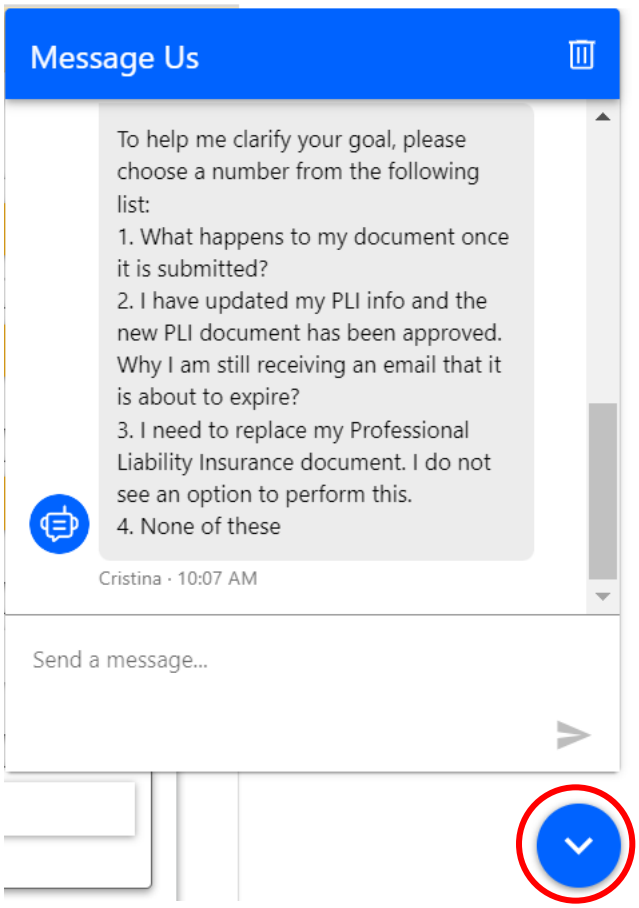
If you would like to utilize chat to contact us, please log in to your account. The chat icon is located on the lower right-hand side of the page.



When the chat button is clicked, you will be provided with the Top 5 questions that users commonly ask about.

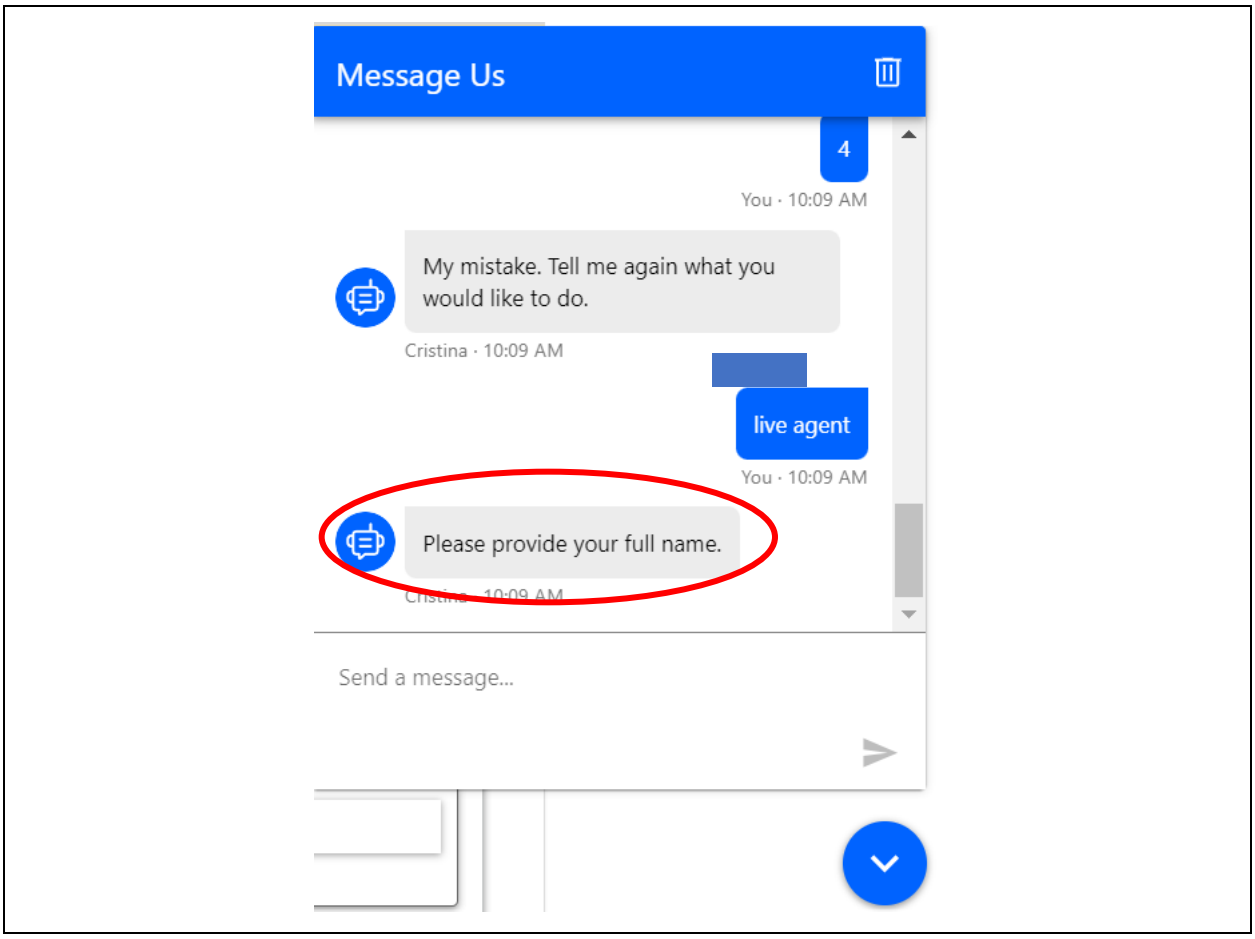


Multiple articles about the CAQH Provider Data Portal are available in chat, simply type in your query and the chatbot will provide articles related to your question. You can minimize the chat window by clicking the downward arrow below the chat box.



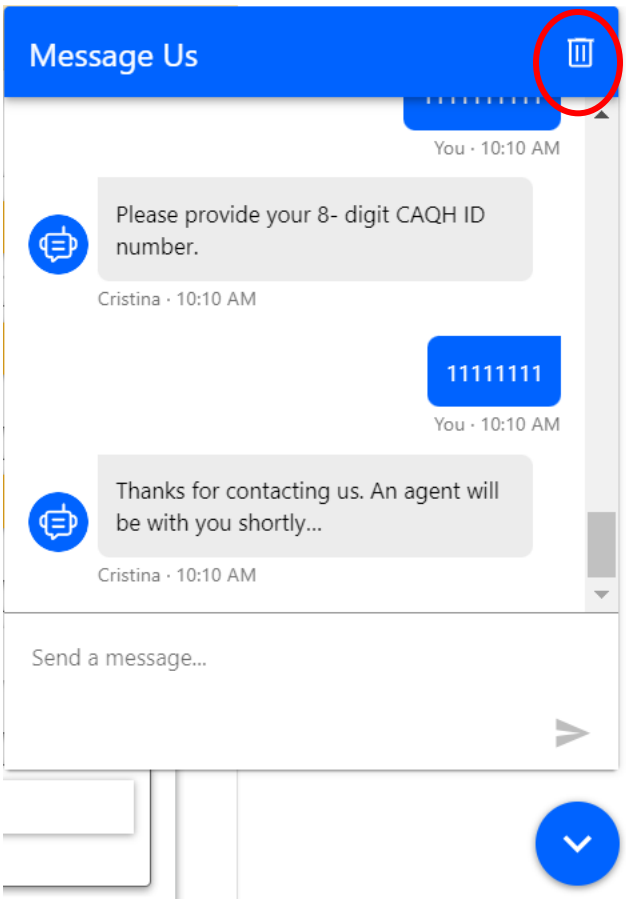
If you are not satisfied with the articles, you have the option to chat with a live agent. Simply type in the word “live agent” and you will be connected to an available agent.

Prior to connecting your chat to a live agent, you will be asked to provide your name, a valid email address, your phone number, and either your CAQH ID, group ID, or POID.

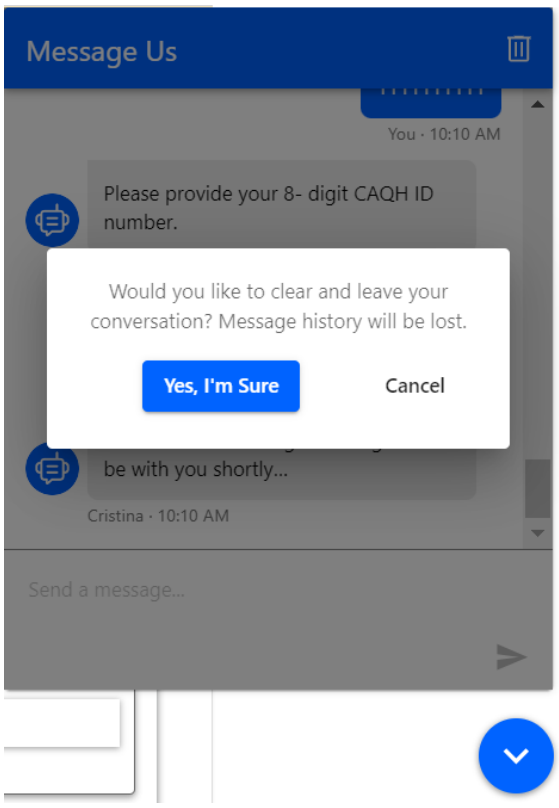


Once a Solutions Associate answers the chat, you may start asking questions about your profile. You may also request for a co-browse session from the Solutions Associate where you can give permission to the agent to view your screen and provide a walkthrough while remaining connected on chat. Ending the chat will also end the co-browse session. You have the option to just minimize the chat to retain chat history or completely end the chat session.

To end the chat, click the trash bin icon on the upper right corner of the chat window.



Clicking the trash bin icon will also delete the chat conversation and history.


Message Us
You · 10:10 AM
Please provide your 8- digit CAQH ID number.
Would you like to clear and leave your conversation? Message history will be lost.
Yes, I'm Sure
Cancel
be with you shortly...
Cristina · 10:10 AM
Send a message...

Appendix A Training Information and Solutions Center Information

A.1 Training Information

A.1.1 Participating Organizations

Users may access our free, on-demand training center for training on CAQH solutions. To enroll in the learning center:

1. Log in to: https://proview.caqh.org/PO.
2. Scroll to the bottom of the page and click on **Get Trained**.
3. You will be routed to the training library for participating organizations and will be able to register.

A.1.2 Practitioners, Groups Users, and Practice Managers

Users may access our free, on-demand training center for training on CAQH solutions. To enroll in the learning center:

1. Log in to your portal.
   - Practitioners log in to: https://proview.caqh.org/PR.
   - Groups log in to: https://proview.caqh.org/EPM.
   - Practice Managers log in to: https://proview.caqh.org/PM.
2. Scroll to the bottom of the page and click on **Get Trained**.
3. You will be routed to the training library for practitioners, groups, and practice managers and will be able to register.

A.1 Solutions Center Information

A.1.1 Participating Organizations

Chat with us by logging in to: https://proview.caqh.org/PO.

- Chat Hours: Monday – Friday: 8:00 AM - 5:00 PM (ET).

Call us at 888-600-9802.

- Phone Hours: Monday – Friday: 8:00 AM - 5:00 PM (ET).

A.1.2 Practitioners, Groups Users, and Practice Managers

Log in to your portal to chat with us.

- Chat Hours: Monday – Friday: 8:30 AM – 6:30 PM (ET).
  - Practitioners log in to: https://proview.caqh.org/PR.
  - Groups log in to: https://proview.caqh.org/EPM.
  - Practice Managers log in to: https://proview.caqh.org/PM.

Call us at 888-599-1771.

- Phone Hours: Monday – Friday: 8:00 AM - 8:00 PM (ET).

Appendix B Revision History

Date	Version	Revision
02/05/2024	1.0	First Draft.

Connect. Solve. Transform.

CAQH