Overview

Quick Summary

To provide guidance on CAQH requirements for Molina. To advise on tasks needed to complete when information is missing.

Contents

This publication contains the following topics:

Definitions

The following table defines the terms used in this document:

Term	Definition
CAQH	Council for Affordable Quality Healthcare
Credentialing Case	A case to collect the new affiliation information as well as collect credentialing information
Business Development Case	A case to collect the new affiliation information for a practitioner when credentialing has already taken place or is not needed
Continue Enrollment	The task needing to be done to collect missing information so your case will move through the process

CAQH

Authenticated Portal

Note: You will need to log into the authenticated portal with your username and password. This is where you will continue enrollment if needed. This is also where you will see your CAQH status that has been pulled back to Molina.

CAQH requirement's for the system to pullback information successfully.

A complete CAQH application meets the following criteria:

• Application is in a completed status

• Molina has been authorized to view your data

• Application has been attested in the last 120 days

• All of your documents are completed and not expired

• Practice information is complete and accurate

Molina will comply with state-specific data collection requirements for Medicaid credentialing

If your CAQH application does not meet the above criteria your application will may be processed, or may result in missing data due to inaccurate information.

Error Messaging in Auth Portal with CAQH and How to Fix

The continue enrollment link will show when there is a required step that needs to be taken or if there is an error.

Where to find the continue enrollment link
When you log into your group, and are on the Practitioner Roster Page, you will see the Molina Status and the CAQH Status for the practitioners on your roster.
If the Molina Status shows continue enrollment you will need to click that link to enter in the missing required data. If you do not complete this task your case will not move forward to be processed. Molina Status ⌄   CAQH Status ⌄ Continue Enrollment   CAQH Active This will happen because there is not primary practicing information related to your group on the practitioners CAQH application. You will be able to enter it here. The system will keep your case open for 30 days after your initial case's creation. If you do not continue enrollment within a 30 day period your case will auto close and you will have to reapply. ** Note you can also add it to your CAQH application, but this task must be done to have your enrollment with Molina processed.

Expired CAQH Attestation

If you have CAQH Error showing under Molina Status but have Expired Attestation showing under the CAQH Status you will need to update your CAQH application and re-attest on the CAQH site.

Molina Status ⌄	CAQH Status ↑ ⌄
CAQH Error-Expired Att.	Expired Attestation

If you click on the link under Molina Status you will be met with this message.

> Your CAQH attestation has expired. Log into CAQH at your earliest convenience to reattest.
>
> [Finish]

The system will check daily for 30 days after your initial case creation for an updated status. If you do not re-attest within that 30 day period, your case will auto close and you will have to reapply.

CAQH Error

If you encounter any other issues with CAQH such as you do not allow us to pull back your data or you have entered the wrong CAQH id this will be the messaging, you receive when clicking the case number. You will see either CAQH error in the Molina status or waiting for CAQH. You will need to check your CAQH application to make sure we can pull back your information. If you have entered the wrong CAQH id you will need to reach out to your health plan representative so that it can be corrected. If it is not corrected within 30 days of case creation the case will close and you will need to reapply.

Molina Status ⌄	CAQH Status
Waiting for CAQH	N/A

We have your CAQH Id, but encountered an issue when retrieving your data.

Please ensure that your CAQH application is in good standing. This means:

- Your application is in a status of **Initial Profile Complete** or **Reattestation**
- You have re-attested in the last 120 days
- You have authorized Molina to view your data
- Your attachments are all current and not expired

Once you have completed the steps above, you may come back in two hours to complete your enrollment.

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