

Credentialing & Enrolling for Pharmacists

Information needed to become credentialed

What Credentialing Is and Why It Matters

Credentialing is the process by which payers verify your qualifications before allowing you to bill them. Not to be confused with enrollment (sometimes called "contracting") which is the separate step where you become an in-network provider for a specific payer. Plan to start credentialing approximately three months before you intend to start billing.

THE TWO SEQUENTIAL STEPS

#	Step	What Happens
1	Build your CAQH ProView profile*	CAQH ProView is the universal credentialing database used by most payers. You complete it and ensure it stays updated; payers pull from it as needed.
2	Enroll with each payer	Each payer (Medicaid, MCOs, commercial plans) has its own enrollment process. Most pull credentialing data from CAQH but require their own contract.

*For individuals employed in a health systems setting or by a larger employer, please check with your leadership on how credentialing is conducted by your organization. Many larger organizations have their own methods of credentialing that might not require individual pharmacists to complete the CAQH ProView profile process.

STEP 1 IN DEPTH: SETTING UP CAQH PROVIEW

CAQH ProView (proview.caqh.org) is a free online database where you maintain a single credentialing profile that participating payers can access.

Documents and information you'll need:

Personal & Professional	Documents to Upload
NPI number	Current state license(s)
DOB, SSN, contact info	DEA certificate (if applicable)
Pharmacist license number(s)	Board certification certificate(s)
DEA number (if applicable)	Curriculum vitae/Resume
Education history (PharmD Graduation Date, residencies, fellowships)	Professional liability insurance face sheet
Board certifications (BCACP, BCPS, etc.)	W-9 form
Work history (last 5 years)	Driver's license or other photo ID
Practice locations and hours	IRS letter showing tax ID (for organizations)
Hospital privileges (if applicable)	

Build your profile:

- Go to **proview.caqh.org** and register. You'll receive a CAQH Provider ID.
- Complete all sections of the profile.
- Upload supporting documents.

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Build your profile continued:

- **Authorize payers** to access your data. Choose "Global Authorization" (all participating payers) or select specific payers.
- **Attest** that the information is accurate. Your profile is not active until you attest.

Re-Attestation:

CAQH requires re-attestation **every 120 days**. It is recommended to set a recurring calendar reminder. CAQH sends email notifications 15 days, 5 days, and 0 days before expiration to the email on file.

STEP 3: ENROLLING WITH KENTUCKY PAYERS

Each payer has its own enrollment process. CAQH supplies your credentialing data then the payer adds you to their network and issues a contract.

Payer Type	Where to Apply	Typical Timeline
Kentucky Medicaid (Fee-for-Service)	Kentucky Medicaid Partner Portal Application	~60 days
Kentucky Medicaid MCOs	Each MCO's provider portal (Aetna Better Health, Humana, Passport, UnitedHealthcare, WellCare)	60-120 days each
Commercial plans	Each plan's provider portal	60-120 days each

PRACTICAL TIPS

- **Start early.** Begin credentialing 3+ months before you intend to begin billing.
- **Be thorough in CAQH.** Every blank field is a question that delays processing. It is better to enter "N/A" with an explanation than leave fields empty.
- **Ensure there are no work-history gaps.** CAQH flags any gap longer than 30 days. Document leaves (parental, medical, education) explicitly.
- **Ensure the email on file is monitored regularly.** Updates and inquiries will be sent to this email and may require timely responses.
- **Remember, re-credentialing typically happens every 2-3 years,** depending on the payer.
- **Don't let your CAQH attestation lapse.** This is the #1 cause of stalled credentialing. Ensure your profile stays up to date and re-attest every 120 days.
- **Ensure you are also enrolled as a provider.** Being credentialed is not the same as being contracted with the payer.
- **Don't assume your credentialing transfers.** When you change practice locations, you may need to update CAQH and re-enroll with payers under the new tax ID.

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