

Initial Credentialing for Individual Clinicians

Frequently Asked Questions

1. Where do I go to start the initial credentialing process?

You will need to complete a New Provider Request Form (NPRF) via Provider Express. You can find this form at [Individually Credentialed Clinicians \(providerexpress.com\)](https://providerexpress.com). You will need to log in to the secure portion of Provider Express to continue.

2. What are the requirements by license type to submit for Credentialing with Optum?

Please see section 4.2 of the Credentialing Plan. You can find that here: [Optum/United Behavioral Health Credentialing Plan \(providerexpress.com\)](https://providerexpress.com)

3. Is using CAQH required in all states?

CAQH Participation is required in many of the states to join our network. If your state requires it, you will be required to enter your CAQH ID # on the New Provider Request Form. If your state requires the use of CAQH, the information on CAQH must match the information you provide on the Optum New Provider Request Form.

If any of the information in the application auto populates from CAQH and cannot be modified within the application, you will need to log out of the application. Correct the information on CAQH and then return to the application. It will then show updates made on CAQH.

4. If I need help completing the New Provider Request form, where do I go?

Please use our step-by-step guide to assist you. You can find it on Provider Express at [Optum Provider Express Onboarding Process for Individual Providers](https://providerexpress.com). Please note this can be used for an Individual Provider or Individual Providers who are joining an existing group practice.

5. After I have submitted a New Provider Request Form is there a way to check my initial credentialing status?

Individual Providers can log in to Provider Express and use the Check Initial Credentialing Status under the My Network Status feature in the menu.

6. If I am a Medicare eligible provider, how do I ensure Medicare networks are included at the time of my initial credentialing?

Please check the box/answer YES where it asks: Are you a Medicare eligible provider?

7. If I am a Medicaid eligible provider, how do I ensure Medicaid networks are included at the time of my initial credentialing?

Please include your Medicaid ID on the New Provider Request Form. If your state does not issue a specific Medicaid ID, please place the state issued number in the Medicaid ID box. (Medicaid networks are not available in all states)

If you are eligible to provide Medicaid services in more than one state, please ensure this information is listed on your CAQH before you begin completing the New Provider Request form.

8. How long will it take for my initial credentialing to be approved/declined?

The credentialing process can take between 30-120 days to fully complete. The credentialing process includes Primary Source Verification, Quality Review by Optum, Committee Review by Optum, and Optum Data Loading.

Data Loading can take an additional 5-30 business days from the approval letter date.

You can decrease the amount of time it takes to be fully credentialed and loaded with Optum by ensuring all submitted information and documents are accurate, responding timely to any outreach from Optum, and by signing and returning the contract within 7 days from the day it was sent.

9. What W9 issues could cause a delay in my credentialing?

The Tax ID listed on the New Provider Request Form **must match the attached W9**. The W9 **must also be signed and dated**. The W9 should be completed for the practice, not the individual provider.

10. Why am I required to attach an extra document?

Please ensure that the specialty selected on the application is correct. There are certain specialties that will require extra documentation to be attached. For more information on which specialties would require additional documentation, please review the information on the [Clinician Specialty Attestation Form \(providerexpress.com\)](https://providerexpress.com).

11. Where can I find general information on credentialing with Optum?

You can find information on credentialing with Optum at [Optum/United Behavioral Health Credentialing Plan \(providerexpress.com\)](https://providerexpress.com).