



Physician and Other Health Care Professional Credentialing Frequently Asked Questions

Credentialing is required for all practitioners affiliated with an office based practice to participate in the Horizon Blue Cross Blue Shield of New Jersey networks and prior to treating Horizon BCBSNJ members. Horizon BCBSNJ follows industry standards for credentialing and recredentialing of health care professionals.

Credentialing standards are set by the National Committee on Quality Assurance (NCQA) and state and federal regulations.

Horizon BCBSNJ works with the Council for Affordable Quality Healthcare (CAQH) to collect the credentialing and recredentialing application data, and with a Credentialing Verification Organization to verify required elements of the credentialing application and process.

If you have questions about our credentialing process, please call Horizon BCBSNJ at **1-800-624-1110** between 8 a.m. and 5 p.m. Eastern Time, Monday through Friday, or please email Horizon NJ Health at PCS_Credentialing_Mailbox@horizonblue.com.

Below are answers to questions you may have about credentialing to participate in the Horizon BCBSNJ and/or Horizon NJ Health network(s). This content was last revised on April 23, 2021 and may be subject to change.

Credentialing and Recredentialing Basics

Q1 What is credentialing?

A1 Credentialing assesses qualifications, relevant training, licensure, certification and/or registration to practice for each practitioner who participates in Horizon BCBSNJ's network(s).

Q2 When must I be credentialed?

A2 Credentialing occurs before a practitioner is considered eligible to participate in Horizon BCBSNJ's network(s).

Horizon BCBSNJ conducts recredentialing of all participating practitioners three years after an initial credentialing date (and at three-year intervals thereafter) to verify that a practitioner's professional qualifications remain valid and current.

Q3 Who sets the credentialing standards and criteria that Horizon BCBSNJ uses?

A3 Our credentialing standards are set by the National Committee on Quality Assurance (NCQA), and state and federal regulations. Horizon BCBSNJ's credentialing process complies with these standards.

Q4 What information do I need to provide to complete Horizon BCBSNJ's credentialing process?

A4 You can use our Application Checklists/forms to determine which information is required to apply for participation in our network(s).

- [Physician Application Checklist](#)
- [Other Health Care Professional Application Checklist](#)
- [Hospital-Based Practitioners](#)
- [Telemedicine-Only Practitioner Application Checklist](#)

Please ensure that all documentation is current and valid.

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Q10 Why does NaviNet need my email information?
A10 *Horizon BCBSNJ Email Share* allows NaviNet to share your email address with Horizon BCBSNJ. Your email will be used solely to facilitate communication between your organization and Horizon BCBSNJ. Horizon BCBSNJ values your privacy and will not sell or license your email address to its agents, affiliates, or subsidiaries.

Please note that new email addresses or changes to existing email addresses will not be reflected in NaviNet. Sharing your email address with Horizon BCBSNJ will not impact your email status with NaviNet.

Q11 I completed the *Horizon BCBSNJ Email Share* information on NaviNet but still can't access the Agreements online. What can I do?

A11 If after completing the *Horizon BCBSNJ Email Share* information, you still cannot access our Agreements online, please email a request for the appropriate Agreement(s) to EnterprisePDM@HorizonBlue.com.

Q12 What are my rights in credentialing?

A12 Practitioners applying to participate in a Horizon BCBSNJ network have the following rights regarding the credentialing process:

- To review the information submitted to support your credentialing application
- To correct erroneous information
- To be informed of your credentialing or recredentialing application status, upon request

Q13 Can a practitioner use CAQH ProView™ to make credentialing information accessible to Horizon BCBSNJ?

A13 We encourage you to use CAQH's provider data-collection service, CAQH ProView to make the majority of required information available to us.

If you don't already have a CAQH ProView profile, please visit <https://proview.caqh.org/pr> to self-register to obtain your unique CAQH provider ID number. Please ensure that you grant Horizon BCBSNJ access to your information on CAQH and that you have recently attested that this information is current and complete.

Q14 How long does the Horizon BCBSNJ credentialing process take?

A14 Please allow 90 days from the date that we receive all required information for us to complete the credentialing process.

The time for the entire process depends upon the application upon receipt. Applications that include all required documentation that is current and signed when applicable will process faster. Primary source verification is performed on each application and then presented to our Credentials Committee for a final review. You will receive written notification of the Committee's determination.

We will notify you if there are missing elements from your application. Documentation must be provided by the stated deadline or the application will be withdrawn and a new one must be submitted.

Q15 How do I check the status of a credentialing application?

A15 If you have not received a written response about your Application after 90 days, you may call **1-800-624-1110** for the status of Horizon BCBSNJ Applications or email an inquiry to PCS_Credentialing_Mailbox@horizonblue.com for the status of Horizon NJ Health Applications.

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Q16 Once my application is approved, what are the next steps?

A16 Once your application has been approved by the Horizon BCBSNJ Credentialing Committee, we will send a letter that includes:

- Your participation effective date
- Instructions to access a Welcome Kit of important information
- Copies of your fully executed Agreement(s)

Q17 What if my application is not approved?

A17 Horizon BCBSNJ will notify you in writing if your credentialing application is not approved.

RECREREDENTIALING

Q18 How often will I be recredentialed?

A18 Recredentialing is required at least every three years by the NCQA and state and federal regulatory organizations. If recredentialing is not completed, you will not be eligible to continue to participate in Horizon BCBSNJ networks.

Q19 How do I complete recredentialing with Horizon BCBSNJ?

A19 You must attest to all the data in your CAQH every 120 days and maintain a complete and current application. Horizon BCBSNJ retrieves your information from CAQH ProView to perform the recredentialing process. If CAQH is not up to date, Horizon BCBSNJ's Credentialing Verification Organization will contact you for additional information and/or ask you to submit a paper application.

Q20 Is there anything that might delay recredentialing?

A20 It is important your CAQH ProView is complete and that you attest every 120 days to keep the application and information current. In some instances, additional documentation such as a current Statement of Collaboration or Continuity of Care Coverage Arrangement may need to be completed. Horizon BCBSNJ's Credentialing Verification Organization will contact you if additional information is needed.

DEMOGRAPHIC UPDATES

Q21 How do I update my demographic information?

A21 Visit [Horizonblue.com/DemographicUpdates](https://horizonblue.com/DemographicUpdates) for information and details about submitting requests to update your demographic information.